

Outlook Web App

User Guide for Staff



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1.0 INTRODUCTION

Email access to staff at Edinburgh Napier University is provided by Outlook. You most likely use the Outlook client to access your email account from your office however you can also access your email account via the web. Outlook Web App allows you to log in to your account from anywhere that has Internet access enabling you to work from an alternative campus or from any external location such as your home PC.

This guide offers full instructions on how to access and use your email account via the web interface. It also contains details of where you can find further help and information.

1.1 EXCHANGE 2010 UPGRADE – IMPROVEMENTS TO OWA

Those of you who used the previous version of OWA will find the transition to the new service straightforward as it has a similar look and feel to its predecessor but with added functionality.

The **main additions** are listed below:

- Support for non-Internet Explorer users using Safari, Chrome and Firefox browsers
- Favorites in the navigation pane
- Search folders
- Message filtering
- Ability to set categories in the message list
- Side-by-side view for calendars
- Multiple client language support
- Ability to attach messages to messages
- Expanded right-click capabilities
- Conversation view

2.0 GETTING STARTED

2.1 LOGGING IN TO YOUR EMAIL ACCOUNT OVER THE WEB

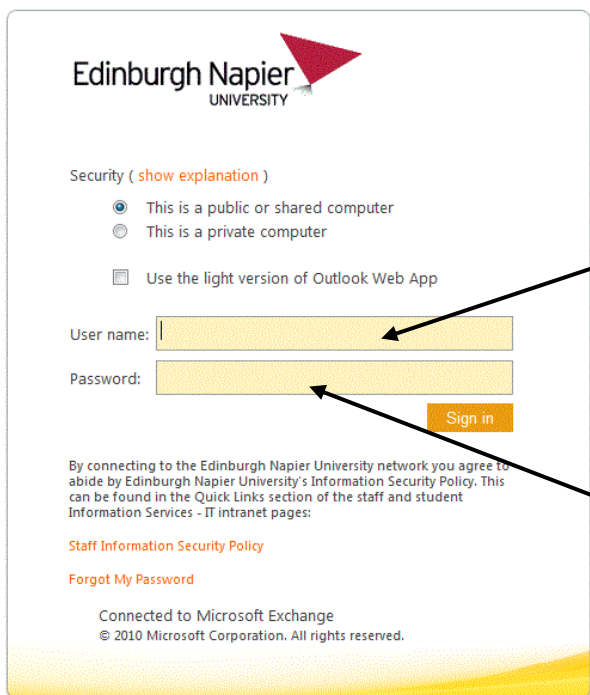
To start using the email system via the web:

- Click on **Start**.
- Select **Internet Explorer**:
- In the address bar type the **following web address**:



<https://owa.napier.ac.uk/owa>

- You will then be prompted to enter your **user name (login ID)** and **password**:



Edinburgh Napier UNIVERSITY

Security ([show explanation](#))

☒ This is a public or shared computer
☐ This is a private computer

☐ Use the light version of Outlook Web App

User name:

Password:

[Sign in](#)

By connecting to the Edinburgh Napier University network you agree to abide by Edinburgh Napier University's Information Security Policy. This can be found in the Quick Links section of the staff and student Information Services - IT intranet pages:

[Staff Information Security Policy](#)

[Forgot My Password](#)

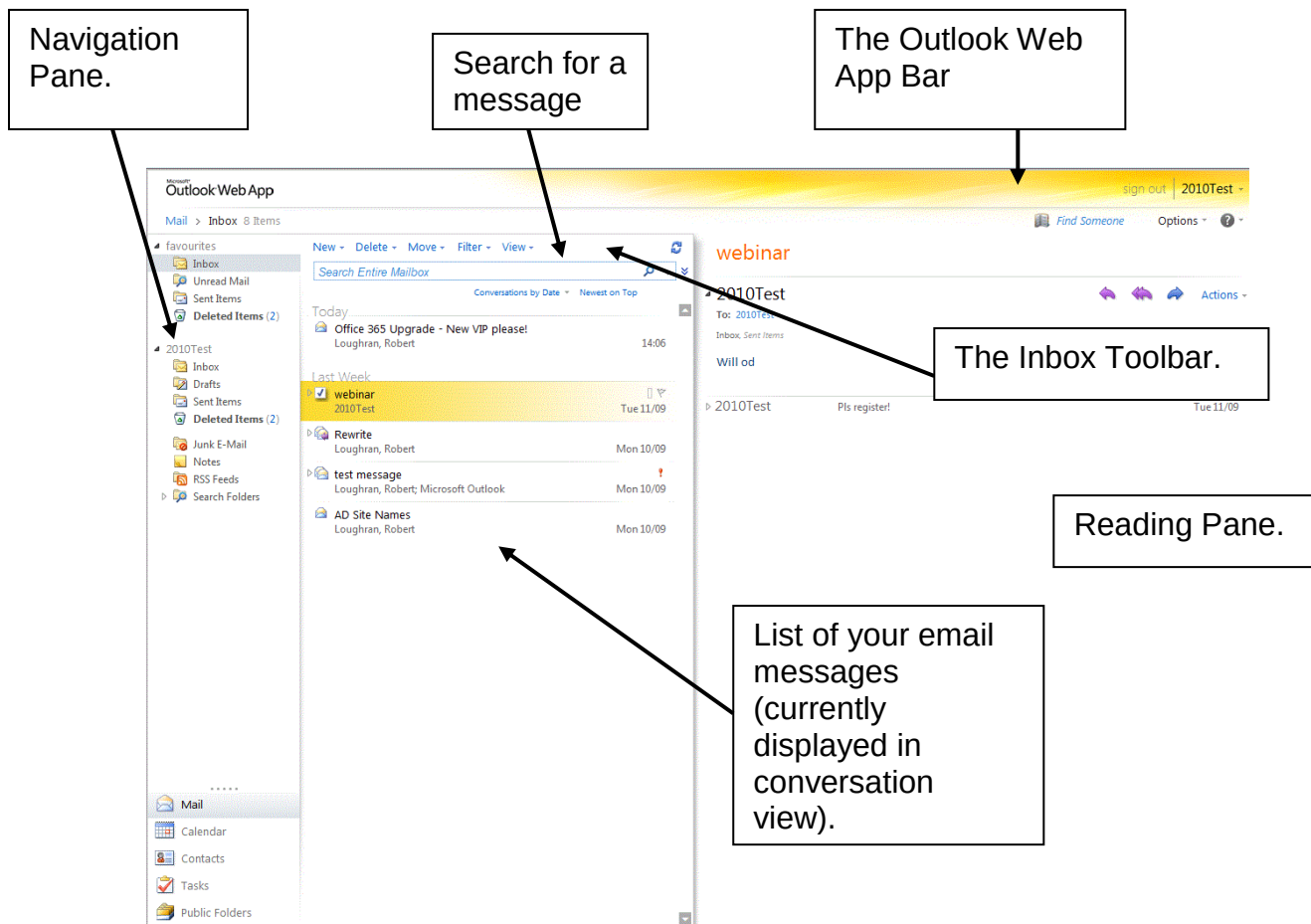
Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

- Click **Log On**. You should now be in your **inbox**.

OWA Light Option: The OWA Light Option provides an interface with fewer features. Useful if broadband speed is low. OWA Light addresses accessibility requirements and is optimised for users with low vision. Open with OWA Light by clicking on the checkbox to the left of "Use the light version of Outlook Web App" on the logon page.

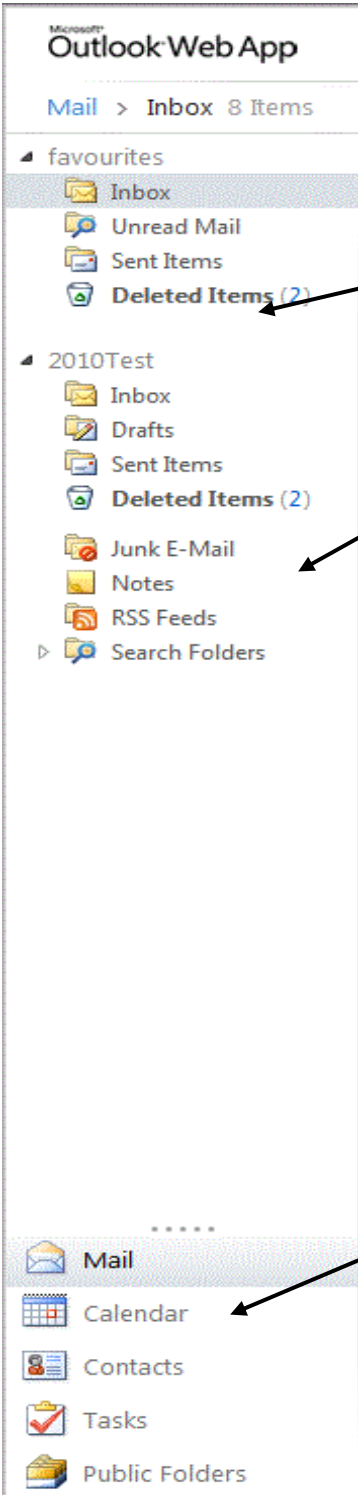
2.2 INTRODUCTION TO YOUR INBOX

Once you have **successfully logged in to your email account**, you will be presented with the following screen:



Note: Navigation Pane and Inbox Toolbar change as you switch between your Inbox, Calendar, Contacts and Tasks.

2.2.1 The Email Navigation Pane



The screenshot shows the Outlook Web App interface. At the top, it says "Microsoft Outlook Web App" and "Mail > Inbox 8 Items". The navigation pane is divided into three main sections. The first section, "favourites", lists "Inbox", "Unread Mail", "Sent Items", and "Deleted Items (2)". The second section, "2010Test", lists "Inbox", "Drafts", "Sent Items", "Deleted Items (2)", "Junk E-Mail", "Notes", "RSS Feeds", and "Search Folders". The third section, at the bottom, contains buttons for "Mail", "Calendar", "Contacts", "Tasks", and "Public Folders". Three callout boxes with arrows point to specific parts of the interface: the first points to the "Deleted Items (2)" in the favourites section, the second points to the "Deleted Items (2)" in the 2010Test section, and the third points to the "Mail" button in the bottom section.

Microsoft Outlook Web App

Mail > Inbox 8 Items

▼ favourites

- Inbox
- Unread Mail
- Sent Items
- Deleted Items (2)

▼ 2010Test

- Inbox
- Drafts
- Sent Items
- Deleted Items (2)
- Junk E-Mail
- Notes
- RSS Feeds
- Search Folders

.....

- Mail
- Calendar
- Contacts
- Tasks
- Public Folders

This section **lists favourite email folders** e.g. Inbox and Unread Mail.

This section **lists all email folders** including all the folders you have created as well as the standard folders e.g. Calendar and Tasks.

This section is made up of **buttons** which allow you to **quickly access** your Inbox, Calendar, Contacts and so forth.

2.2.2 Outlook Web Address Bar

The Outlook Web App bar is **accessible from anywhere** within OWA. It gives the following functionality:



Click on the **Address Book** icon to open the Address Book.

Find Someone

Use the **Find Someone** box to quickly search the Global Address Book no matter where you are within OWA. Start to type the name of the person you want to find and a list of possible matches will appear. Click on the relevant person and their contact details and scheduling information will open.

Options

Click on the **Options** button to display a list of options relevant to the folder you are in e.g. if you press Options when in an email folder you will get a list of Email and Message options.



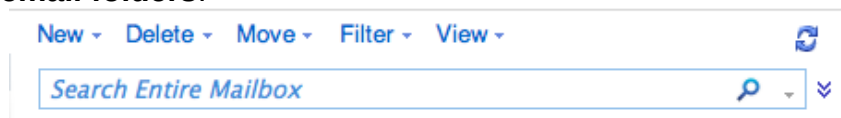
Click to **log off**.

Warning: You must remember to log out of your email account to prevent other users from accessing your mail and potentially abusing your account.

2.2.3 The Inbox Toolbar

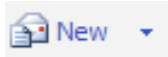
The Inbox, Calendar, Contacts and other folders all have **specific toolbars** which allow you to carry out functions based on that particular folder.

The toolbar displayed below will be visible when you are in your **Inbox and other email folders**:



Inbox (5 Items, 1 Unread)

Indicates **how many messages** are in the current folder.



Click **New** to create a new message. Alternatively **click on the drop down** arrow to display other new item options e.g. Appointment, contact etc.



Click to **show or hide your reading pane**. For further information refer to section 5.1.



Click to **toggle between single or multiple line view**. For further information refer to section 5.2.



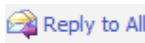
Delete selected message(s).



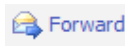
Check for **new messages**.



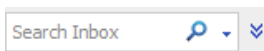
Reply to sender of message.



Reply to all recipients of message.



Forward message to a recipient or recipients.



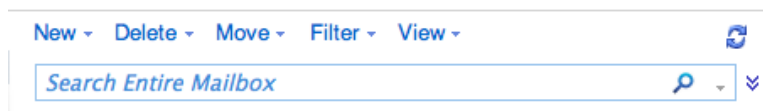
Enter a search term to **search the current Email folder**. For further information refer to section 4.11.

3.0 CREATING AND SENDING NEW MESSAGES

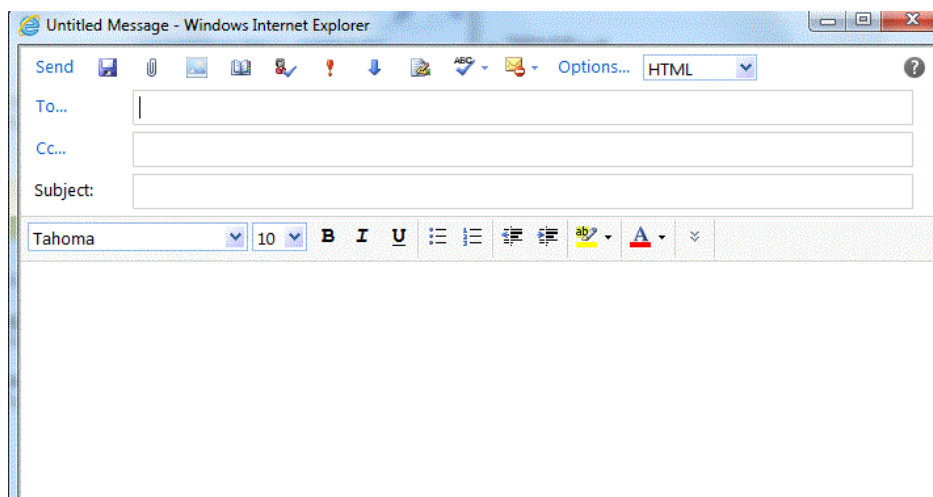
3.1 CREATING A NEW MESSAGE

To **create a new message**:

- Click on the **New** button on the Inbox toolbar:



- Select **Message** from the drop down menu, the following dialogue box will appear:



3.2 ADDRESSING THE MESSAGE

The following **addressing options** are available:

To: Sends the message to the selected recipient.

CC: Sends a Carbon Copy of the message to the selected recipient.

BCC: Sends a Blind Carbon Copy of the message to the selected recipient. The recipient's name will not be visible to other recipients of the message.

Tip: If you wish to include a recipient in the BCC field and the field is not visible: click Options, tick the checkbox next to Show BCC and click OK.

3.2.1 Addressing the Message by Typing In the Name

If you are sure of the **recipient's full name**:

- **Type the name** in the To, CC or BCC sections of the new message. You can type the name in **any format** as long as you include the first name and the surname.
- If you start typing the name of a recipient you have **emailed in the past** a list of possible name matches will appear, click on the name of the correct recipient.

OR

- If the correct name does not appear click on the **Check Names** button:



A list of possible matches from the Global Address List will appear, click on the name of the correct recipient.

3.2.2 Addressing the Message Using the Address Book

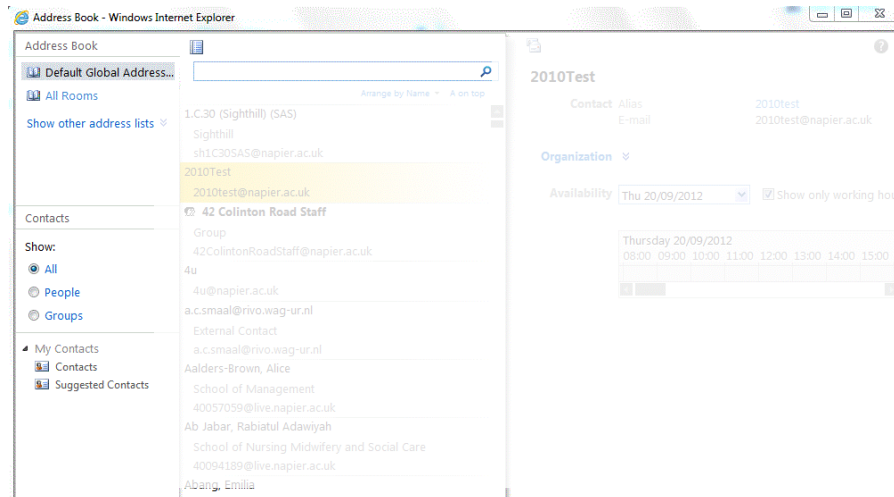
There are **2 separate address lists** contained within your address book:

Global Address List: A directory containing the email address of all staff and students including any University mailing lists.

Contacts: A list of your personal contacts. To find out more about Contacts, refer to section 7.0.

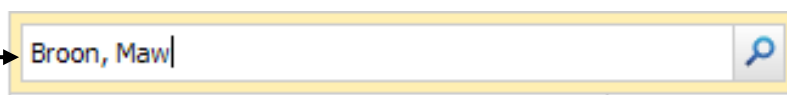
To address the message using the Address Book:

- From within a message click on the **To, CC or BCC buttons** as required. The Address Book will open and look similar to the following.



- In the left hand column click on the **relevant address list** e.g. Global Address List or Contacts.
- In the search field at the top of the Address Book **enter the name**, part of the name or the **matriculation number** of your first recipient and click on the **Search** icon:

Enter the recipient's name or matriculation number



Click on the Search icon

Tip: You can type the name in any format: [surname, forename]; [forename, surname]. If you only type the surname or the forename then it will bring up a list of people with matching surnames/forenames

A list of matching names will appear.

- Double click on the name of the correct recipient to add them to the To, CC or BCC fields as required.
- OR
- Highlight the name of the correct recipient and click on the To, CC or BCC buttons as appropriate.
 - **Repeat the process** until you have entered the name(s) of all recipients.
 - Click **OK**.

Tip: If the name or matriculation number cannot be found in the address book then the text “No items found” will be displayed in the dialog box. In this situation you should check the spelling or numbers and try again. You could also try searching using a different field e.g. first name only.

3.3 ADDING THE SUBJECT AND TEXT TO THE MESSAGE

- Type a suitable **subject** in the Subject field.

Best Practices Tip: Some people are tempted to leave the subject field blank however it is good email etiquette to add a subject so that the recipient can quickly tell what the message is about.

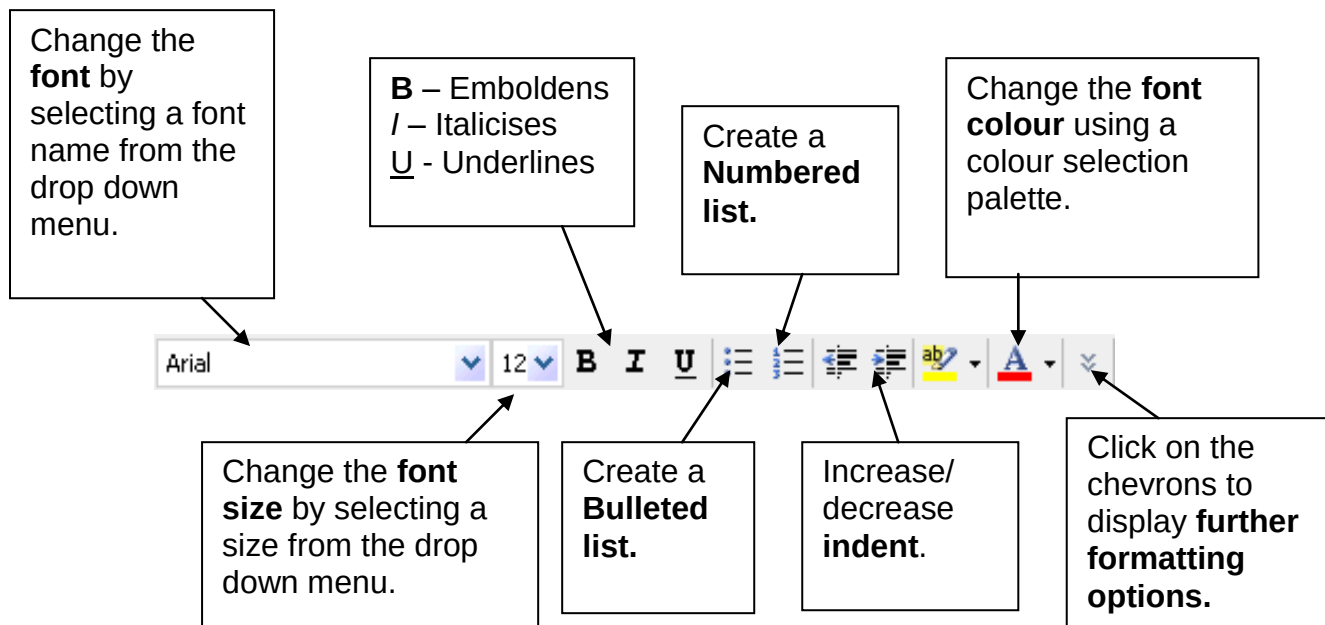
- Add any **required text** into the body of the message.

3.4 FORMATTING THE MESSAGE

Once the text has been added to the body of the message you may wish to **change the font and the formatting** of the message.

Best Practices Tip: The standard University font is Arial 12pt. We recommend you always use this font.

The **formatting toolbar** allows you to make various changes:



To **change the format of text** within a message:

- **Highlight the text** to be changed.
- Click on the relevant **formatting options** on the Formatting Toolbar.

You can also set the font you use for new, replied to and forwarded messages so that the **same font will always be used**.

To set the font:

- Click **Options** on the **Outlook Web App Bar**:

Options ▾

- Scroll down until you reach **Message Format**. If you cannot see the Message Format option, select Messaging from the Navigation Pane.

The screenshot shows the 'Message Format' settings page. At the top, there's a 'Message Format' header with a document icon. Below it, 'Compose in this message format:' has two radio buttons: 'HTML' (selected) and 'Plain text'. Underneath, it says 'Choose message font: 12pt. Arial'. The main formatting toolbar includes a font name dropdown (showing 'Arial'), a font size dropdown (showing '12'), and buttons for Bold (B), Italic (I), Underline (U), and a color selection palette (represented by a small 'A' with a color bar). Four callout boxes provide instructions: 1. 'Change the font by selecting a font name from the drop down menu.' points to the font name dropdown. 2. 'Change the font size by selecting a size from the drop down menu.' points to the font size dropdown. 3. 'B – Emboldens / – Italicises / U – Underlines' points to the B, I, and U buttons. 4. 'Change the font colour using a colour selection palette.' points to the color palette icon.

- Select the **relevant formatting options**.
- Click **Save**:

✓ Save

Remember: The standard University font is Arial 12pt. We recommend you always use this font.

3.5 ATTACHING A FILE TO THE MESSAGE

To **attach a file to your message**:

- With the message open, click on the **Add Attachment** button:



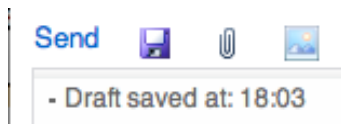
- **Navigate to the location of the file** by clicking on the drop down menu to the right of the **Look In** field, select the required drive and open the required folder by double clicking.
- Click once to **highlight the required file**.
- Click **Open**. The full pathname of the file will now be visible in the box to the left of the Browse button.
- **Repeat the process** until you have attached all of the necessary files.

The **attached file name will now be visible** at the top of the message to the right of the Attach... button.

3.6 SAVING A MESSAGE TO SEND LATER

To save a message to send later:

- When your message is open, click on the **Save** icon:



The message will be **saved to your Drafts folder**.

3.7 SETTING THE IMPORTANCE OF A MESSAGE

You can **alert the recipient of the importance of a message**. The message will appear on the recipient's computer with an **additional icon** denoting high or low importance.

If the message is of **high importance**:

- When your message is open, select the **High Importance** icon:



OR

- When your message is open, select **Options**.
- Select **High** from the Importance drop down menu.
- Click **OK**.

If the message is of **low importance**:

- When your message is open, select the **Low Importance** icon:



OR

- When your message is open, select **Options**.
- Select **Low** from the Importance drop down menu.

- Click **OK**.

3.8 INSERTING A SIGNATURE

You can either automatically insert a signature in every single outgoing message alternatively you can manually insert a signature as and when it is required.

Before inserting a signature you need to create it. To **create a signature**:

- Click **Options** on the **Outlook Web App Bar**:

Options ▾

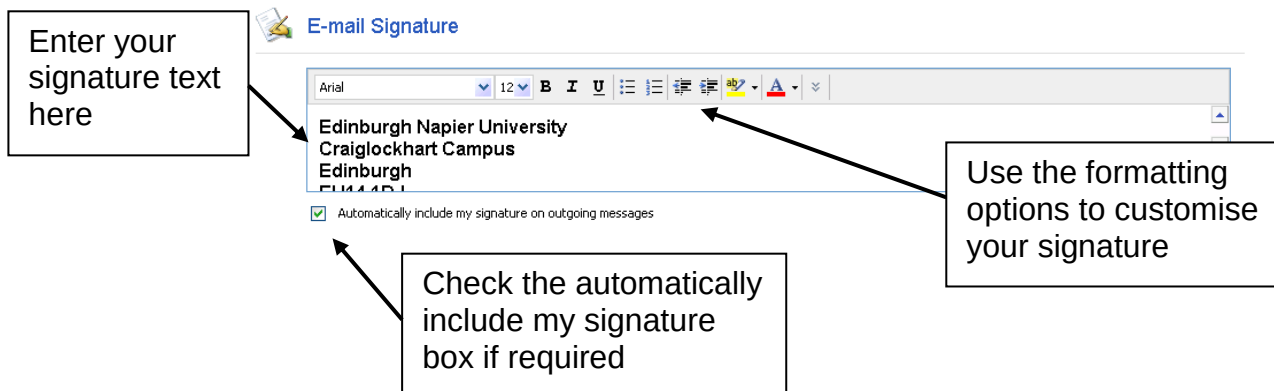
- Scroll down until you reach **Email Signature**.

 **E-mail Signature**



If you cannot see the Email Signature option, select Messaging from the Navigation Pane.

- Enter your **signature text** as required.
- Use the **formatting options** to customise your signature.
- If you want your signature to appear on all outgoing messages check the box to the right of "**Automatically include my signature on outgoing messages**".



- Once you have entered your signature click **Save**:

 **Save**

If you chose not to include your signature on all outgoing messages and you wish to include your signature on a particular message:

- Insert the signature as and when it is required by clicking on the **Insert Signature** icon when in a new message:



3.9 CHECKING THE SPELLING

You can check the spelling in your messages.

To **check your spelling**:

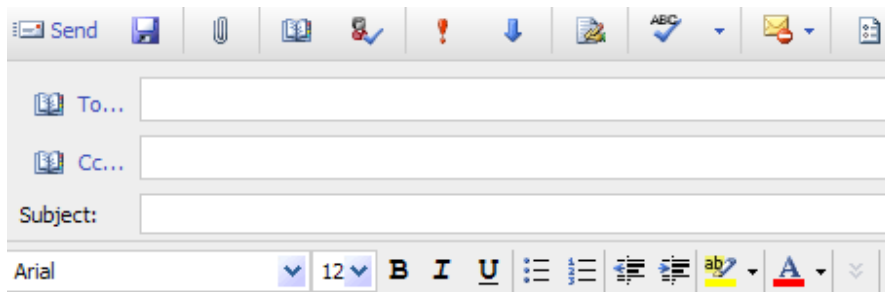
- When your message is open, click on the **Spelling icon**:



If **no spelling mistakes** were found the following message would appear along the top of your email message:

Spelling check complete. No errors found.

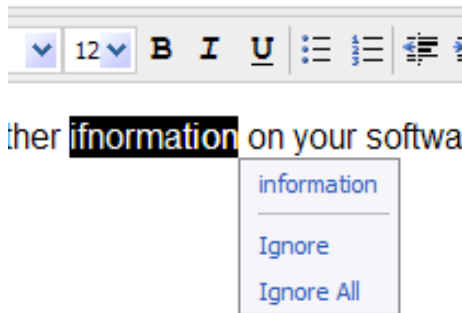
If **unrecognised words or spelling errors were found** a red line would appear under the word:



I am looking for further information on your software products. Cou of your brochure?

To **correct the spelling**:

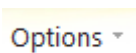
- Right click on the word to view a list of suggestions:



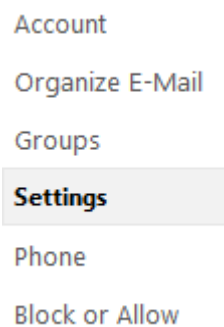
- Click on a suggestion to **replace the misspelled word**.

You can **automatically check the spelling of every message** and access other spelling options. To do this:

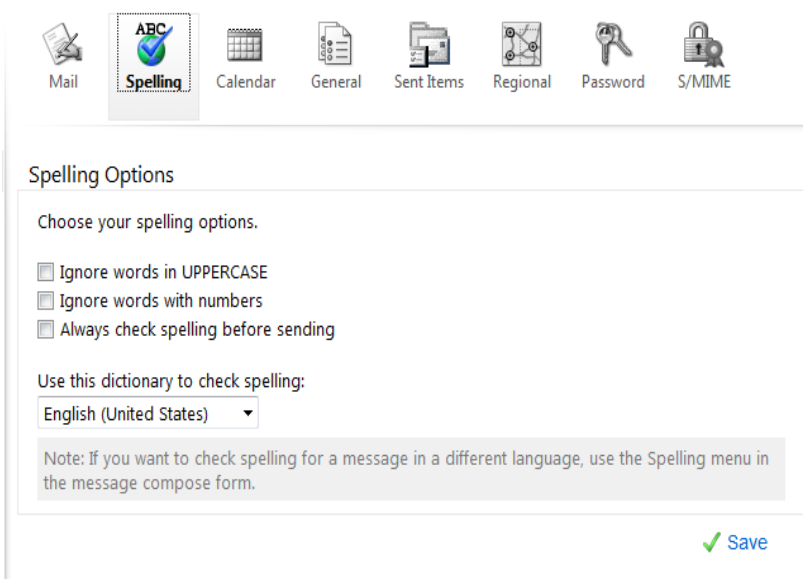
- Click **Options** on the **Outlook Web App Bar**:



- Select **See All Options** from the drop down menu:
- Select **Settings** from left hand pane



- Select **Spelling** and check the boxes required.



- Select **Save** to complete.

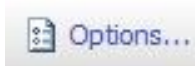
3.10 TRACKING OPTIONS

You can use the Tracking options to **request an automated notification message** informing you if your message has been delivered or opened.

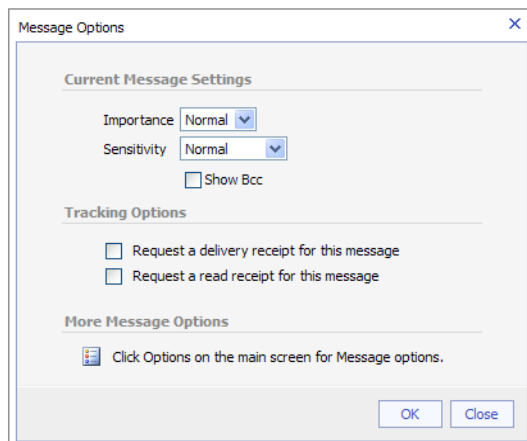
Tip: Be aware when emailing external addresses that the recipient's system may not be configured to send you a tracking notification message so they may have read your message even if you have not received a notification.

To set **tracking on your message**:

- With your message open select **Options**:



The Message Options dialog box will appear:



- In the Tracking options section, click in the checkbox next to the **required Option**, you can request both if desired.
- Click **OK**.

3.11 SENDING THE MESSAGE

To **send the message**:

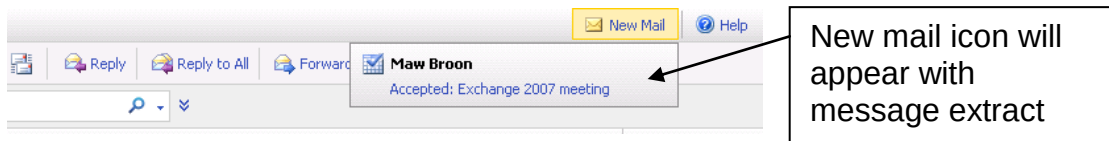
- Click on the **Send** button:

Send

4.0 RECEIVING AND MANAGING MESSAGES

4.1 RECEIVING NEW MAIL

When you receive a new message a **New Mail icon** will appear on the top right of your screen along with the **sender name and message title**:



New mail icon will appear with message extract

Tip: If you do not receive a message notification the message notification feature may be switched off. To switch on the Message Notification feature click Options from the Outlook Web App Bar, select Messaging from the Navigation Pane and check the “Display notification when new e-mail items arrive” checkbox.

4.2 MESSAGE ICONS

Messages within your inbox are **displayed with various icons** allowing you to quickly view their status:



Unread message.



Read message.



Notification of a delivered message. You will only get a notification if you've requested a delivery receipt. For further information refer to section 3.10.



Notification of a read message. You will only get a notification if you've requested a read receipt. For further information refer to section 3.10.



Notification that a message was not read. You will only get a notification if you've requested a read receipt. For further information refer to section 3.10.



High importance message.



Low importance message.



Message containing one or more attachment(s).

Once you have **actioned a message** other icons will be displayed:



Message you have replied to.



Message which has been forwarded.



Unflagged message.



Flagged message.



Previously flagged message which is now complete.



Uncategorised message.



Categorised message.

For further information about message flagging please refer to section 4.8.

For further information about message categories please refer to section 4.9.

4.3 OPENING MESSAGES

To **preview a message**:

- If you have the Reading Pane open, **click once anywhere on the message**. For further information on the reading pane refer to section 5.1.

To **open a message**:

- **Double click on the message**. A new window will open displaying the full message.

4.4 REPLYING TO MESSAGES

You can reply to messages that are open, you can also reply to messages listed in your email folder without opening them first.

To **reply to a message**:

- Click on the **Reply** button:

Reply **Reply All** **Forward**

Please note: If you are replying to an unopened message listed in an email folder you must highlight the message first.

- A **new message box** will appear with the recipient's name already visible within the "To:" field.
- Type your **reply**.
- Click **Send**.

To reply to **all recipients of a message** follow the above procedure but click on the **Reply All** button.

4.5 FORWARDING MESSAGES

You can forward messages that are open, you can also forward messages listed in your email folder without opening them first.

To **forward a message**:

- Click on the **Forward** button:

Reply Reply All Forward

Please note: If you are forwarding an unopened message listed in an email folder you must highlight the message first.

- Enter the **recipient's address**, for further information on addressing please refer to section 3.2.
- Type your **forwarding message** if required.
- Press **Send**.

4.6 MARKING MESSAGES AS UNREAD

To **mark a message as unread**:

- **Right click** on the message you wish to mark as unread.
- Select **Mark As Unread**. The message will be emboldened and will take on the appearance of an unread message.

4.7 DELETING MESSAGES

You can delete messages that are open; you can also delete messages listed in your email folder without opening them first.

To **delete a message**:

- Click on the **delete** icon:



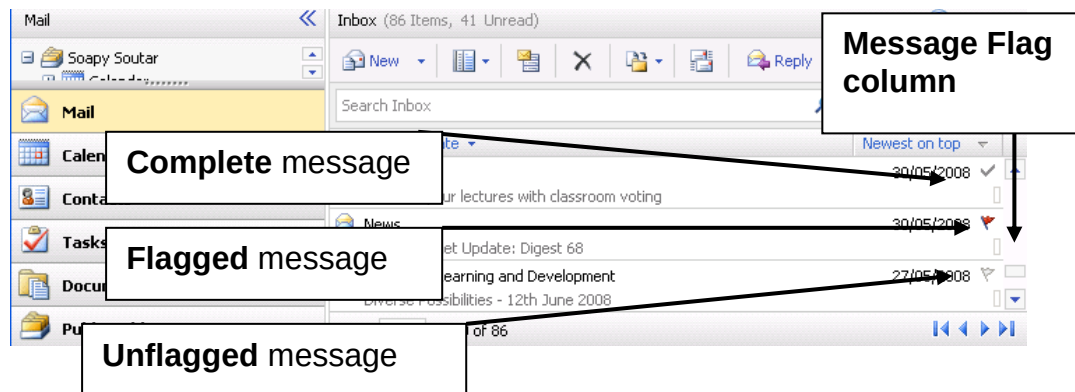
Please note: If you are deleting an unopened message listed in an email folder you must highlight the message first.

The message will be **moved to the deleted items folder**. For further information on emptying the deleted items folder refer to section 12.2.

4.8 MESSAGE FLAGGING

Within Outlook Web App you can flag **messages requiring further action**.

The **message flag column** appears to the right of the message list:



To **flag a message**:

- Within the Inbox or other email folder click on the **flag** next to the required **message**. The flag turns red.

To **mark a flag as complete**:

- Click on the **flag** on the flagged message. The flag icon becomes a tick icon.

To **clear a flag**:

- Right click on the required **flag**.
- Select **Clear Flag** from the list of options.

To **set a date and reminder**:

- Right click on the required message **flag**.
- Select **Set Date and Reminder**. The following dialog box will appear:

A screenshot of the 'Date and Reminder' dialog box. It has a title bar with a close button (X). The dialog contains several input fields: 'Start date:' with a dropdown menu showing 'Mon 28/04/2008'; 'Due date:' with a dropdown menu showing 'Mon 28/04/2008'; a checkbox labeled 'Remind me:' which is currently unchecked; a 'Date:' dropdown menu showing 'Mon 28/04/2008'; and a 'Time:' dropdown menu showing '16:00'. At the bottom right, there are 'OK' and 'Cancel' buttons.

- Use the drop down date selectors to enter the **start and due dates** as required.
- If you wish to receive a pop up reminder, click on the **Reminder checkbox** and use the drop down date and time selectors to **enter the date and time of your reminders**.
- Click **OK**.

4.9 MESSAGE CATEGORIES

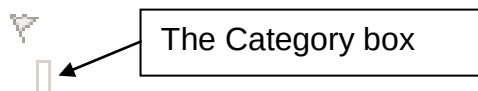
OWA Categories help you to organise items in your mailbox by allowing you to **assign specific colours to individual items**. You can assign up to 3 categories to any item. **Categories can be assigned to Contacts, Calendar Items and Tasks as well as Messages.**

The Category icon is located under the flag icon to the right of the message list:



To add a Category to a message:

- On the message that you wish to categorise click on the **Category** box:

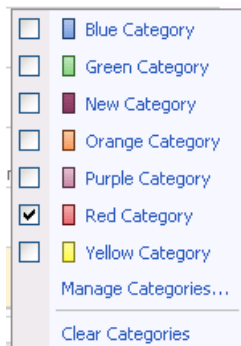


OR

- Open the message you wish to categorise and click on the **Categories** icon:



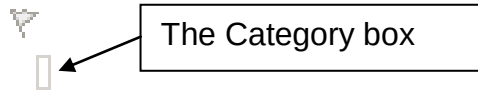
The Category pop up box will appear:



- Click on the **checkbox to the left of the category you wish to assign to the item.** Repeat until you have assigned all relevant categories.
- Click away from the Category pop up box to **save your changes.**

To remove a Category:

- On the message you wish to remove the Category from click on the **Category** box:

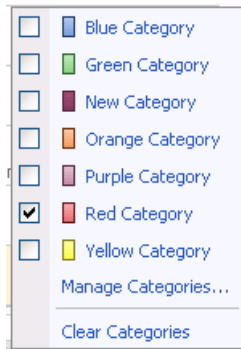


OR

- Open the message you wish to categorise and click on the **Categories** icon:



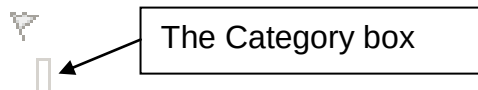
The Category pop up box will appear:



- Select **Clear Categories.**

You can **create new categories, assign different colours to categories and assign specific names to each category:**

- On the message you wish to amend the Category from click on the **Category** box:

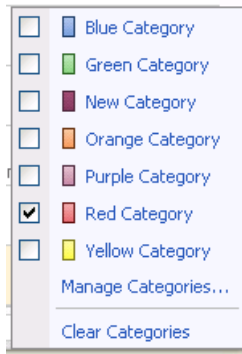


OR

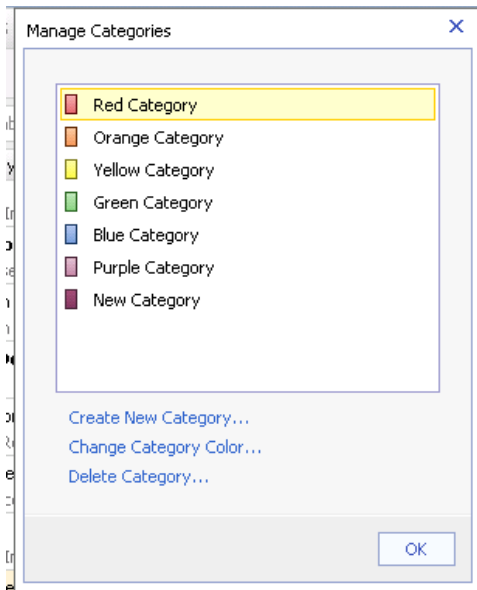
- Open the message you wish to categorise and click on the **Categories** icon:



The Category pop up box will appear:



- Click **Manage Categories**. The Manage Categories pop up box will appear:



- **Select the Category** you wish to amend.
- Click on **Create New Category**, **Change Category Color** or **Delete Category** as appropriate.
- Click **OK** once you have made your changes.

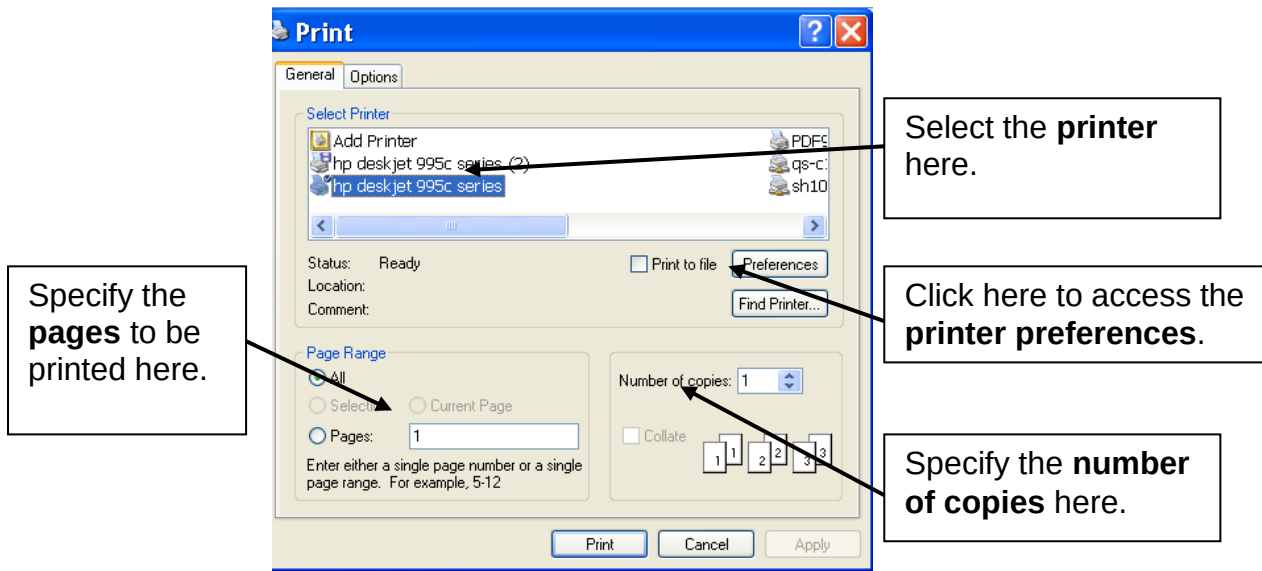
4.10 PRINTING MESSAGES

To print a message:

- **Open** the message.
- Click on the **Print** icon:



The Print dialog box will open:

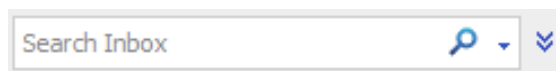


- Once you have made your selections click **Print**.

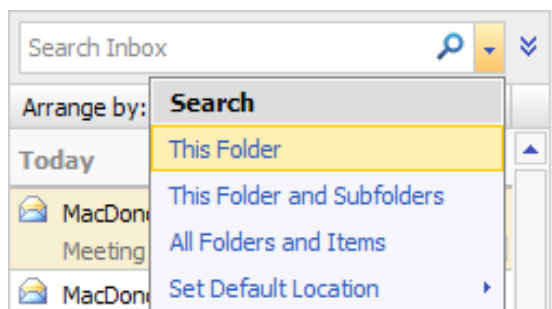
4.11 SEARCHING FOR A MESSAGE

To search for a message:

- Open the **folder you wish to search**.
- Click on the **Search** field on the toolbar:



- Enter a **search term** which could be words from the subject and/or text of the message or a sender's name.
- Click on the drop down menu to specify the **search location**:



- To view the **advanced search options** click on the chevrons to the right of the Search field:



The following screen will appear:

- When you are ready to search either press the **return key** or click on the **magnifying glass** icon:



The items meeting your search criteria will be displayed.

- **Double click on the relevant item** to open it.

4.12 DEALING WITH JUNK EMAILS

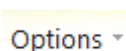
If you regularly receive unwanted or unsolicited email messages you may wish to use the **Junk E-mail Prevention facility**. For further information refer to section 12.4.

Please Note: Edinburgh Napier University uses an automated email protection system to scan incoming email messages for viruses. You can find out more by visiting the Virus Protection and Downloads section of the Information Services – IT Staff Intranet pages.

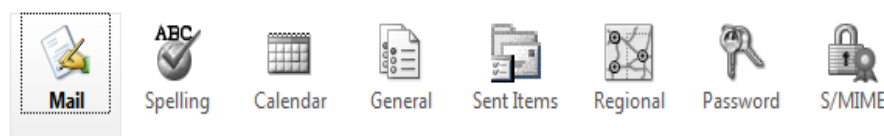
4.13 PROTECTING YOUR PRIVACY

Some senders may **request a read receipt** from you so they know when their message has been read. You can choose **whether or not to send a read receipt**:

- Click **Options** on the **Outlook Web App Bar**:



- If the Messaging options are not already available select **Settings** then **Mail** from the Options Navigation Pane:



- Select the required radio button under **Read Receipts**:

Read Receipts

Choose how to respond to requests for read receipts.

- ☒ Ask me before sending a response
- ☐ Always send a response
- ☐ Never send a response

- Click **Save**.

✓ Save

5.0 VIEWING YOUR MESSAGES

5.1 READING PANE

The Reading Pane allows you to view a **preview** of the highlighted message. Usually as a default the Reading Pane is displayed in the right hand column however **you can change the settings** to display the Reading Pane at the bottom of the screen or switch it off altogether.

To **change the Reading Pane display settings**:

- Click on the **View** button on the Inbox toolbar:

New ▾ Delete ▾ Move ▾ Filter ▾ View ▾

- **Select the required option** from the drop down menu:

You can also alter the settings so that the messages viewed in the Reading Pane appear as **read or unread** depending on your preference:

- Click **Options** on the **Outlook Web App Bar**:

Options ▾

- Scroll down until you reach the **Reading Pane Options** section:



Reading Pane Options

- ☐ Mark the item displayed in the Reading Pane as Read
Wait seconds before marking the item as Read
- ☒ Mark the item as Read when the selection changes
- ☐ Do not automatically mark items as Read

- Select your **preferred option**.
- Click **Save**:

✓ Save

5.2 MESSAGE VIEWS

You can **change the way you view your list of messages**. The options available to you are:

- ❑ **Single Line** – Displays the information on 1 line.
- ❑ **Multiple Lines** – The message information is displayed on 2 lines allowing more room to display information about each message. This option is particularly useful when used with the Reading Pane.

To **change your message view**:

- On the Inbox and other email folder Toolbar click on the following button to **toggle between Single and Multiple Line views**:

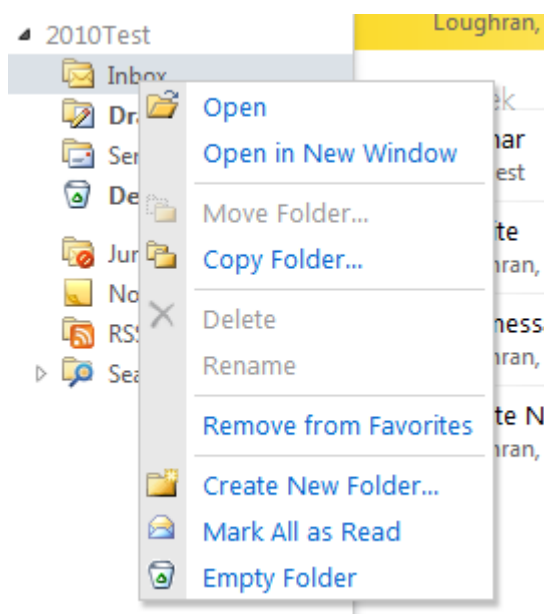


6.0 WORKING WITH FOLDERS

6.1 CREATING A NEW FOLDER

To **create a new folder**:

- In the Navigation Pane **right click on the folder which the new subfolder is to be created in** e.g. Inbox. The following drop down menu will appear:



- Select **Create New Folder**.
- Enter a **folder name** in the space provided and press the **Enter/Return** key on the keyboard:

6.2 MOVING MESSAGES BETWEEN FOLDERS

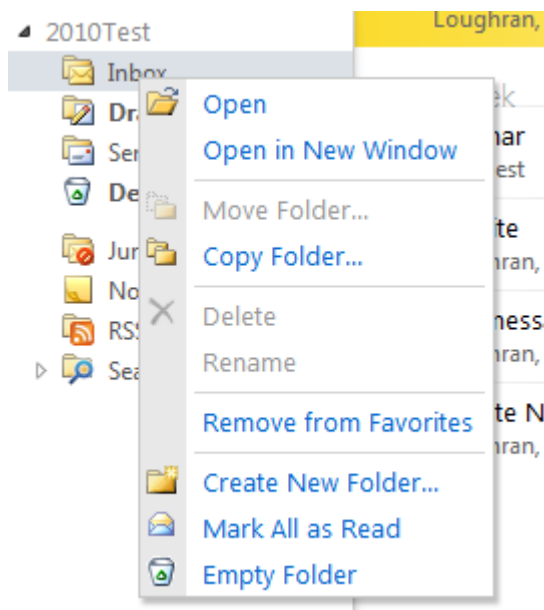
To move a message from one folder (e.g. the inbox) to another:

- Highlight the **message to be moved**.
- **Click and drag** the message and drop it in the destination folder in the Navigation Pane.

6.3 DELETING A FOLDER

To delete a folder:

- In the Navigation Pane **right click on the folder to be deleted**.
- Select **Delete** from the drop down menu:



The folder will be deleted.

7.0 YOUR CONTACTS

The Contacts folder allows you to store details of your own **personal or business Contacts**. As well as storing their email address you can store their company details, personal address, website address and any other information about the contact.

7.1 ADDING A CONTACT

To add a contact:

- In the Navigation Pane click on **Contacts**.
- Click on **New** icon:



The new contact screen will appear:

Untitled Contact - Windows Internet Explorer

Save and Close

Jump to: Profile | Contact | Addresses | Details

Profile

First name: Rob

Middle name:

Last name: Smith

File as: Last, First

Job title:

Office:

Department:

Company:

Manager:

Assistant:

Contact

Business phone:

Home phone:

Mobile phone:

Assistant

- **Complete the details** as required.
Please note: you do not need to populate all the fields.
- Click **Save and Close**. You will be returned to your Contacts folder with the new Contact listed.

7.2 EDITING A CONTACT

To edit a Contact:

- Double click to **open the Contact** that you wish to edit.
- Make the **required changes**.
- Click **Save and Close**. The changes will be saved.

7.3 DELETING A CONTACT

To delete a Contact:

- **Highlight the Contact** you wish to delete.
- Click the **delete** button:



OR

- Hit the **delete key** on your keyboard.

7.4 VIEWING YOUR CONTACTS

To **view your Contacts**:

- Click **Contacts** on the Navigation pane.
- If you have your **Reading Pane** open **click once on the contact you wish to view**, the details will be displayed in the Reading Pane.

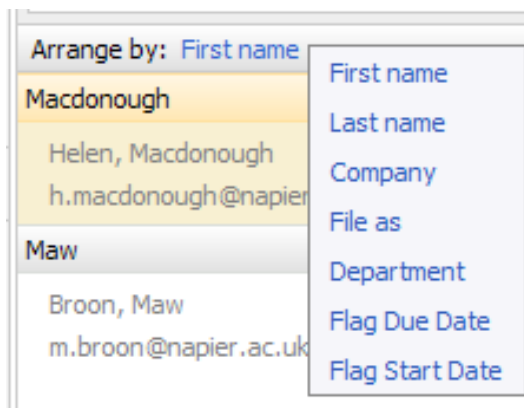
OR

- If you **do not have your Reading Pane** open **double click on the Contact** you wish to view. Their details will be displayed on the screen.

7.5 SORTING YOUR CONTACTS

To **sort your contacts**:

- From within the **Contacts folder** click on the category to the right of **Arrange by:** (in the example below this is First name) and click on the category you wish to sort by:



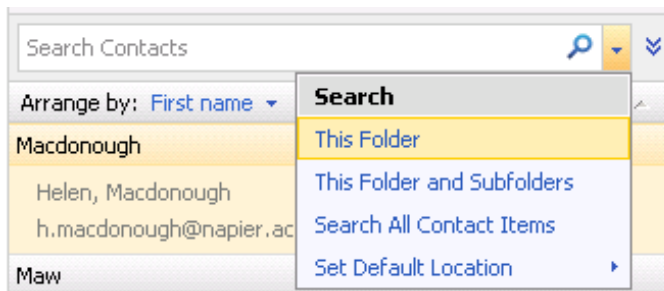
7.6 SEARCHING FOR A CONTACT

To **search for a Contact**:

- Click on the **Search** field on the Contacts toolbar:



- Enter all or part of the **Contact's name**.
- Click on the drop down menu to specify the **search location**:



- When you are ready to search either press the **return key** or click on the **magnifying glass** icon:



The Contacts meeting your search criteria will be displayed.

- **Double click on the relevant Contact** to open it.

7.7 EMAILING A CONTACT

To **email a Contact**:

- From within your Contacts folder **double click on the Contact** that you wish to email.
- Click on the **New Message To Contact** icon:



The **New Message dialog box** will **open** with the Contact's email address already entered into the "To:" field.

Please Note: You can also address a message to a Contact from within the new message screen. For further information refer to section 3.2.

8.0 YOUR CALENDAR

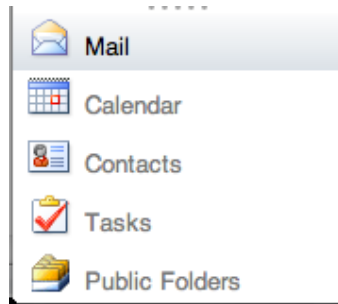
The Calendar features within Outlook can be utilised as a valuable organisational and time management tool. You can use the Calendar to schedule meetings and to keep track of your personal appointments. Reminders can be set so deadlines are met and you can attach files to meeting requests so work can easily be shared.

8.1 OWA CALENDAR BASICS

8.1.1 Opening Your Calendar

To **open your Calendar**:

- Click **Calendar** in the Navigation Pane:



The calendar will open and look similar to the following:

The Calendar Toolbar.

The Outlook Web App Bar

The Calendar Navigation Pane.

Meeting example

Scheduled appointments and meetings are displayed in this section.

Preview Pane

8.1.2 The Calendar Toolbar

The toolbar displayed below is visible when you are in your Calendar

Delete

New Calendar Item

Go to Today

Share your calendar with colleagues

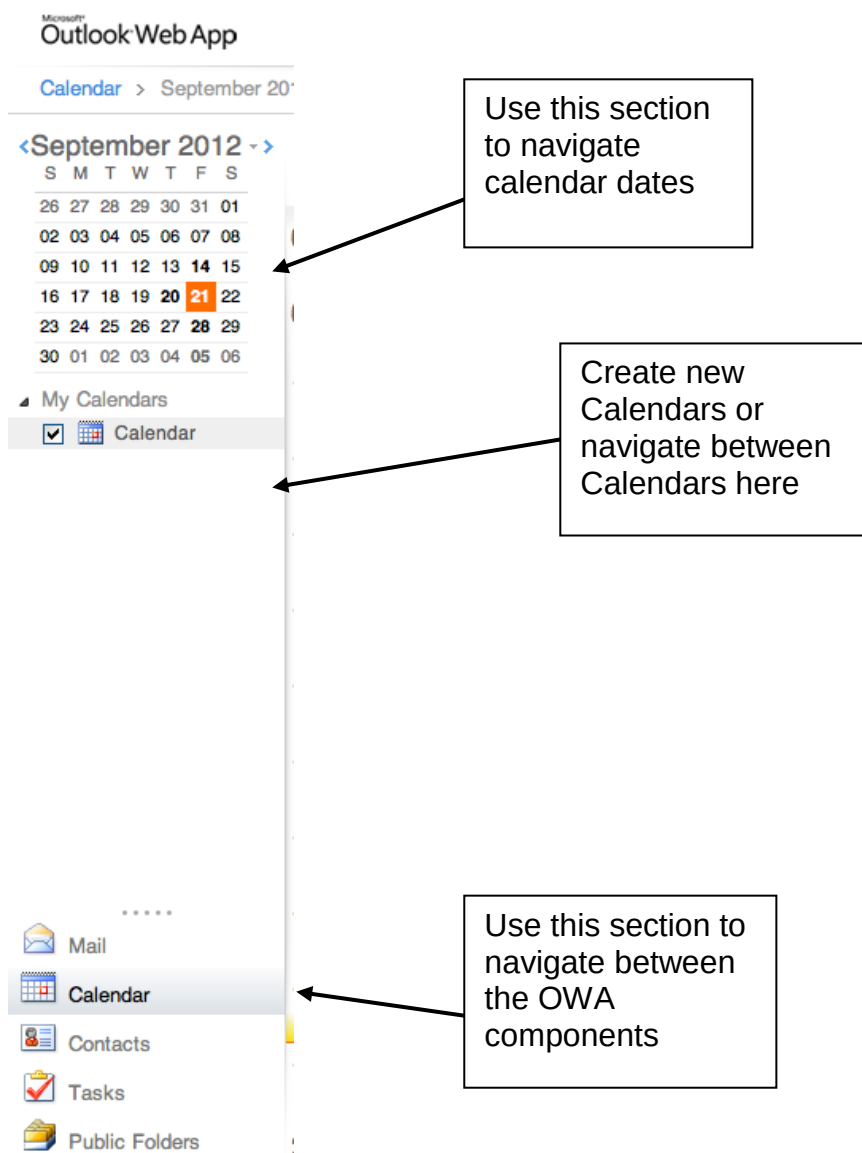
Switch Views –Day, Work Week, 7 Day Week, Month)

Print

Change Reading Pane options

8.1.3 The Calendar Navigation Pane

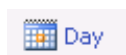
The Calendar Navigation Pane is visible when you are in the Calendar:



8.2 VIEWING YOUR CALENDAR

Viewing your scheduled appointments:

You can customise how many days are visible at one time.



Displays all scheduled appointments and meetings for the **current day**.



Displays all scheduled appointments and meetings for the **current work week**.

Tip: You can customise your Work Week within Calendar Options by clicking on Options from the Outlook Web App Bar and selecting Calendar Options from the Navigation Pane.



Displays all scheduled appointments and meetings for the **current week**.



Displays all scheduled appointments and meetings for the **current month**.

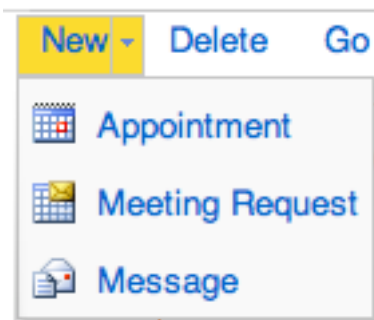
Note: You can change the day, week or month that you view by clicking a date on the Date Navigator then reselecting the week or month view if required.

8.3 MAKING A NEW APPOINTMENT

An **appointment** refers to an engagement that only you will attend, this is different to a **meeting**, which involves others.

To **create an appointment**:

- Click on the **New** button on the Calendar toolbar:



OR

- Click on the arrow to the right of the **New** button.
- Select **Appointment** from the drop down menu. The new appointment screen will appear:
- Enter the **relevant fields** as required:

Enter the Subject and Location

Enter the Start Time and End Time using the drop down lists

If you wish to receive a reminder tick the Reminder checkbox and select a timescale from the drop down list.

Type any additional information in the message body.

In the **Show time as** drop down list select how you wish your time to appear during the appointment. The options are Busy, Free, Tentative and Out Of Office. This is useful for others who are viewing your Calendar.

- Change the **formatting** if required.

Best Practices Tip: The standard University font is Arial 12pt. We recommend you always use this font.

- Click **Save and Close**.

8.3.1 Attaching a File to Your Appointment

To **attach a file to your appointment**:

- Click on the **Add Attachment** icon:



- Click **Browse**.
- **Navigate to the location of the file** by clicking on the drop down menu to the right of the **Look In** field, select the required drive and open the required folder by double clicking.
- Click once to **highlight the required file**.
- Click **Open**. The full pathname of the file will now be visible in the box to the left of the Browse button.
- If you wish to add more files to your appointment click **Choose more files**.

- **Repeat the process** until you have attached all of the necessary files.
- Click **Attach**. Your files will be uploaded.

The **attached file name(s) will now be visible** at the top of the appointment to the right of the Attach button.

8.3.2 Setting the Importance of Your Appointment

If the appointment is of **high importance**:

- Select the **High Importance** icon:



- Click **Save and Close** to close the appointment.

If the message is of **low importance**:

- Select the **Low Importance** icon:



- Click **Save and Close** to close the appointment.

8.3.3 Set a Recurrence for Your Appointment

If your appointment occurs on a regular basis you can set the item as recurring to save you from having to re-enter the information every time the appointment takes place.

To **set a recurrence**:

- When your appointment is open, click on the **Recurrence** icon:

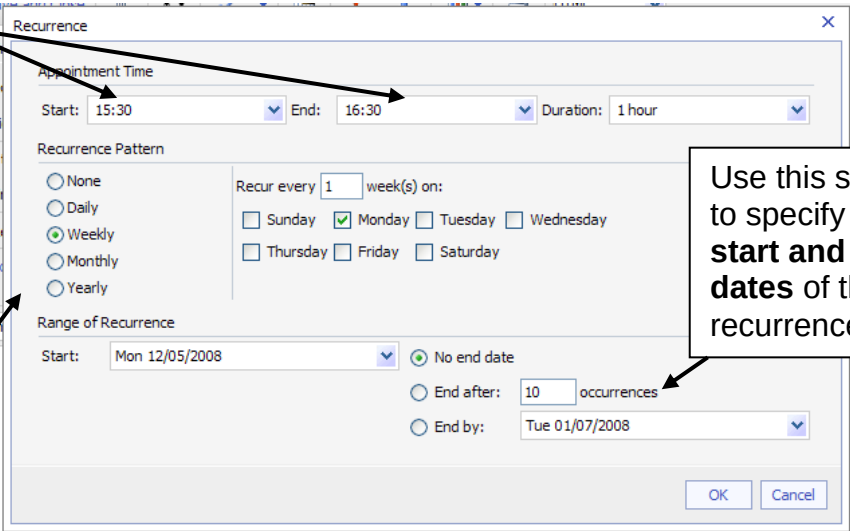


The **Recurrence** dialog box will open:

Select the Appointment **Start and End times** using the drop down menus.

Define the **Recurrence pattern** in this section.

Use this section to specify the **start and end dates** of the recurrence.

The screenshot shows the 'Recurrence' dialog box. It has three main sections. The top section, 'Appointment Time', contains 'Start' (15:30), 'End' (16:30), and 'Duration' (1 hour) dropdown menus. The middle section, 'Recurrence Pattern', has radio buttons for 'None', 'Daily', 'Weekly' (selected), 'Monthly', and 'Yearly'. To the right of these are checkboxes for days of the week: Sunday, Monday (checked), Tuesday, Wednesday, Thursday, Friday, and Saturday. The bottom section, 'Range of Recurrence', has a 'Start' date (Mon 12/05/2008), a 'No end date' option (selected), and 'End after' (10 occurrences) and 'End by' (Tue 01/07/2008) options. 'OK' and 'Cancel' buttons are at the bottom right. Three callout boxes with arrows point to the 'Start' and 'End' time dropdowns, the 'Recurrence Pattern' section, and the 'End after' and 'End by' options.

- Once you have made your selections click **OK**.
- Click **Save and Close** to close the appointment.

8.3.4 Invite Others to Your Appointment

If decide to **invite attendees** to your appointment then it becomes a **meeting**. Refer to section 8.5 for more information on Scheduling Meetings.

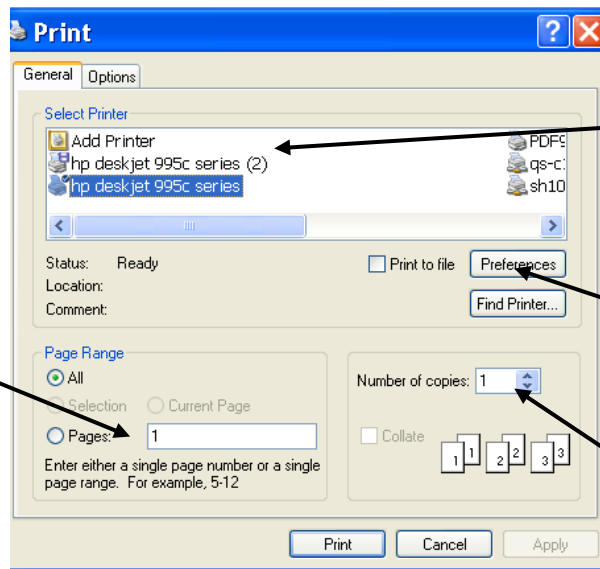
8.3.5 Printing Your Appointment

To **print your appointment**:

- When your appointment is open, click on the **Print** icon:



The Print dialog box will open:



- Once you have made your selections click **Print**.

8.4 MODIFYING AN EXISTING APPOINTMENT

8.4.1 Modifying an Appointment

To **modify** an existing appointment:

- Within the Calendar **double click on the appointment** to open it.
- Make the required **changes**.
- Select **Save and Close**.

8.4.2 Cancelling an Appointment

To **cancel** an appointment:

- Within the Calendar **double click on the appointment** to open it.
- Click on the **Delete** icon:



It will be **removed from your Calendar**.

8.4.3 Changing a Recurrence

To **change** a recurrence:

- Within the Calendar **double click on the appointment** or meeting to open it.
- When prompted to select This Occurrence or The Series select **The Series**.
- Click on the **Recurrence** icon:



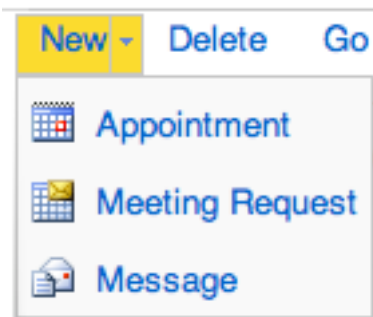
- Make the **relevant changes**.
- Click **OK**.
- Click **Save and Close**.

8.5 SCHEDULING A MEETING

Creating a meeting is similar to creating an appointment but you would usually invite other attendees to a meeting.

To **create a meeting**:

- Click on the **New** button on the Calendar toolbar:



OR

- Click on the arrow to the right of the **New** button.
- Select **Meeting Request** from the drop down menu, the following dialog box will appear:

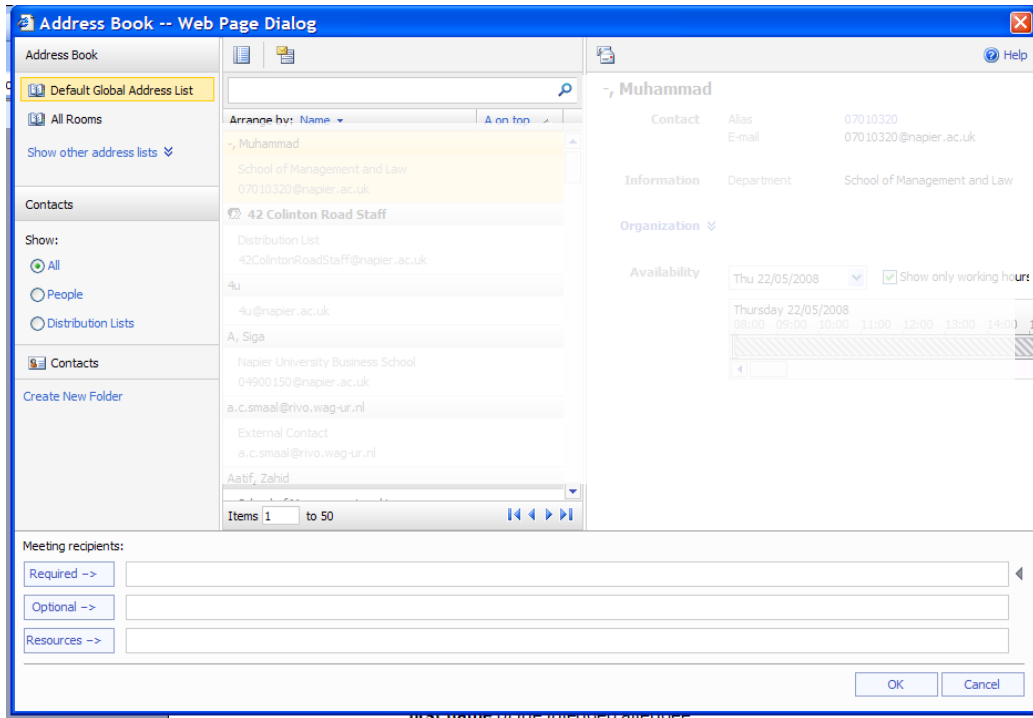
 A screenshot of the 'Untitled Meeting' dialog box in Outlook. The 'Scheduling Assistant' tab is selected. The dialog box contains the following fields and options:

- To...**: A text input field.
- Optional...**: A text input field.
- Resources...**: A text input field.
- Subject:**: A text input field.
- Location:**: A text input field.
- Start time:**: Two dropdown menus showing 'Fri 21/09/2012' and '19:30'.
- End time:**: Two dropdown menus showing 'Fri 21/09/2012' and '20:30'.
- Reminder:**: A checked checkbox and a dropdown menu showing '15 minutes'.
- Show time as:**: A dropdown menu showing 'Busy'.
- Private:**: An unchecked checkbox.
- Request a response to this invitation:**: A checked checkbox.
- Font settings:** A section with 'Tahoma' font, '10' size, and bold, italic, underline, and color options.

- Enter the meeting details as required. For further information refer to section 8.3.

To invite attendees to your meeting:

- Click on the **To** button
- The Address Book will open and look similar to the following



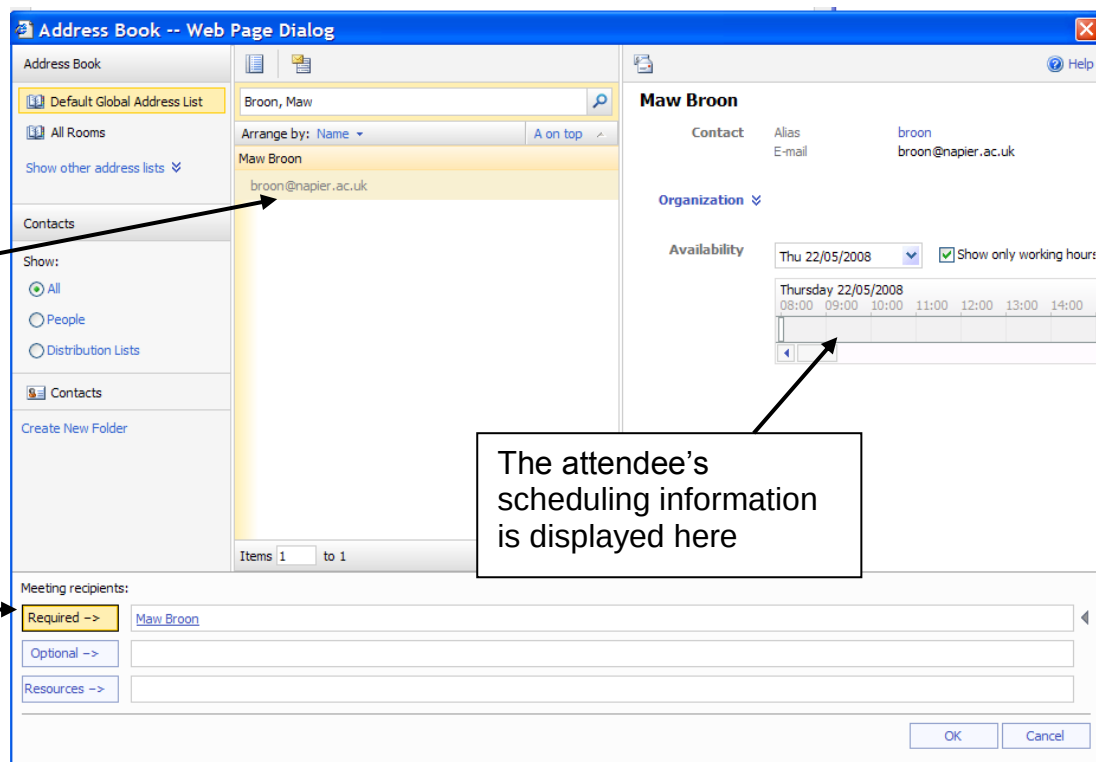
- In the search field at the top of the Address Book **enter the name** or part of the name of your first attendee and click on the **Search** icon:



Tip: You can type the name in any format: [surname, forename]; [forename, surname]. If you only type the surname or the forename then it will bring up a list of people with matching surnames/forenames

A list of matching names will appear.

- Highlight the name of the attendee and click **Required** or **Optional** as appropriate:



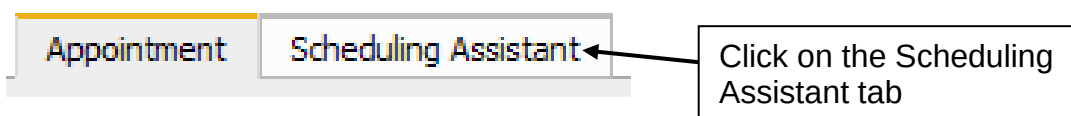
- **Repeat the process** until you have entered the name(s) of all attendees.
- Click **OK**.

Tip: If the name cannot be found in the address book then the text “No items found” will be displayed in the dialog box. In this situation you should check the spelling and try again. You could also try searching under a different field e.g. first name only.

You can use the Scheduling Assistant to **check the schedule of your potential attendees** to ensure that they are available for you allocated timeslot, if they are not available you can easily reschedule the meeting within the Scheduling Assistant screen.

To view the **Scheduling Assistant**:

- From within the Meeting screen click on **the Scheduling Assistant** tab:



The Scheduling Assistant will open displaying the availability information of all attendees:

The **proposed meeting time** is between the green and red vertical lines.

OWA automatically generates **suggested timeslots** depending on attendee availability

If one of the attendees is busy or out of the office then a **blue or purple bar** will be displayed next to their name.

Meeting room availability can be viewed here

To reschedule the meeting from within the Scheduling Assistant:

- **Change the Start and End date and times** as appropriate and the Scheduling Assistant will update to display attendee and room availability for the new times:

Change the Start and End dates and times as required

Once you have selected a suitable meeting time:

- Click **Send**. A meeting request is sent to each attendee and they have the option to accept, decline or tentatively accept your invitation – the response will be sent to you. Your Calendar and their Calendar(s) are updated accordingly.

8.6 MODIFYING AN EXISTING MEETING

8.6.1 Rescheduling a Meeting

To **reschedule an existing meeting**:

- Within the Calendar **double click on the meeting** to open it.
- Change the **Start and End times** as required remembering to check the attendee's schedules. Refer to section 8.5 for further information.
- Once all the relevant changes have been made select **Send Update**. An update will be sent to all attendees.

8.6.2 Cancelling a Meeting

To **cancel a meeting**:

- Within the Calendar **double click on the meeting** to open it.
- Click on the **Cancel Meeting** icon:



You will be prompted to send a cancellation message to the other attendees.

- Click **Send**. The attendees will be automatically notified and the meeting will be deleted from all attendees' Calendars.

8.6.3 Changing a Recurrence

For details of how to change a recurrence refer to section 8.4.3 Remember to click on the Send an Update button to update all attendees.

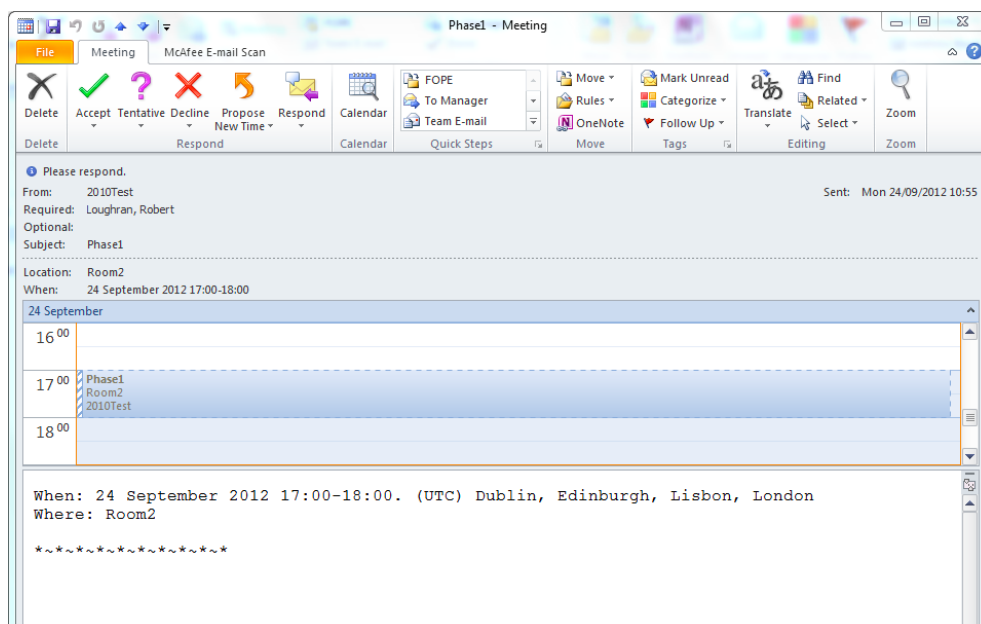
8.7 RECEIVING A MEETING REQUEST

If you receive a **meeting request** from another person you can **accept**, **decline** or **tentatively accept** the meeting. You can also **forward** the request to another user.

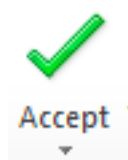
The meeting request will appear in your inbox represented by the following icon:



- **Double click on the message** to open it. A screen similar to the following will appear:



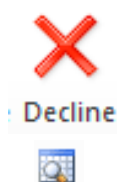
Click on the **relevant button** to perform one of the following actions:



Accept the meeting and add it to your calendar. The meeting organiser is sent a response.



Tentatively accept the meeting. The meeting is added to your calendar as a tentative appointment. The meeting organiser is sent a response.



Decline the meeting. Nothing is added to your calendar.

Check your Calendar for that particular day to ensure that you are available.



Reply to the sender without accepting or declining the meeting.



Reply to all invitees without accepting or declining the meeting.



Forward the meeting request to another person. Use the address book to find the recipient's address. For further information refer to section 3.2.



Flag the meeting request for follow up, setting dates and reminders as required



Apply a category to the meeting request. For further information on Categories refer to section 4.9.



View the message details of the meeting request.



Print the meeting request.



Delete the meeting request.



Move or copy the meeting request to a folder



Go to previous item in mailbox.



Go to next item in mailbox.

8.8 CALENDAR REMINDERS

Within Outlook you can **set reminders on your appointments and meetings**. You can specify the amount of time before the meeting that the reminder message will appear.

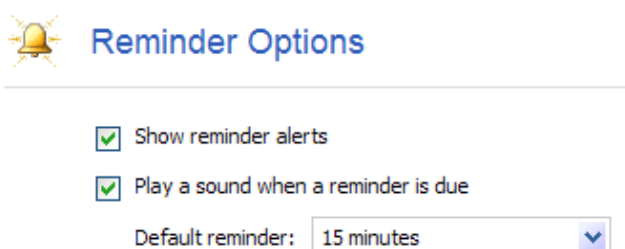
8.8.1 Activating Your Reminders Option

To **ensure your Reminders are activated**:

- On the **Outlook Web App Bar** select **Options**.
- From the Options Navigation Pane select **Settings** then **Calendar**:



Scroll down to **Reminder Options**:



- Ensure that the **Show reminder alerts** box is checked.
- Click **Save** from the bottom right hand corner.

8.8.2 Setting a Reminder to Snooze

When you receive a reminder you may wish to set it to snooze so you can **receive another reminder later**. To set a reminder to snooze:

- Select a **time period** from the “**Click snooze to be reminded again in:**” drop down menu.
- Click **Snooze**. You will be reminded again at the specified time.

8.8.3 Dismissing a Reminder

You may wish to **dismiss a reminder**, which closes the Reminder dialog box and cancels all future reminders.

To **dismiss a reminder**:

- When the reminder appears, click **Dismiss**.

9.0 YOUR TASKS

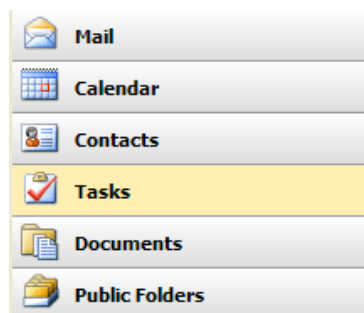
The Task feature within Outlook can be utilised as a valuable organisational and time management tool. It can be used to assign Tasks to colleagues or to keep track of your personal responsibilities. Reminders can be set so deadlines are met and you can attach files to Tasks so work can easily be shared. The Tasks folder will assist you in managing your work.

9.1 TASKS BASICS

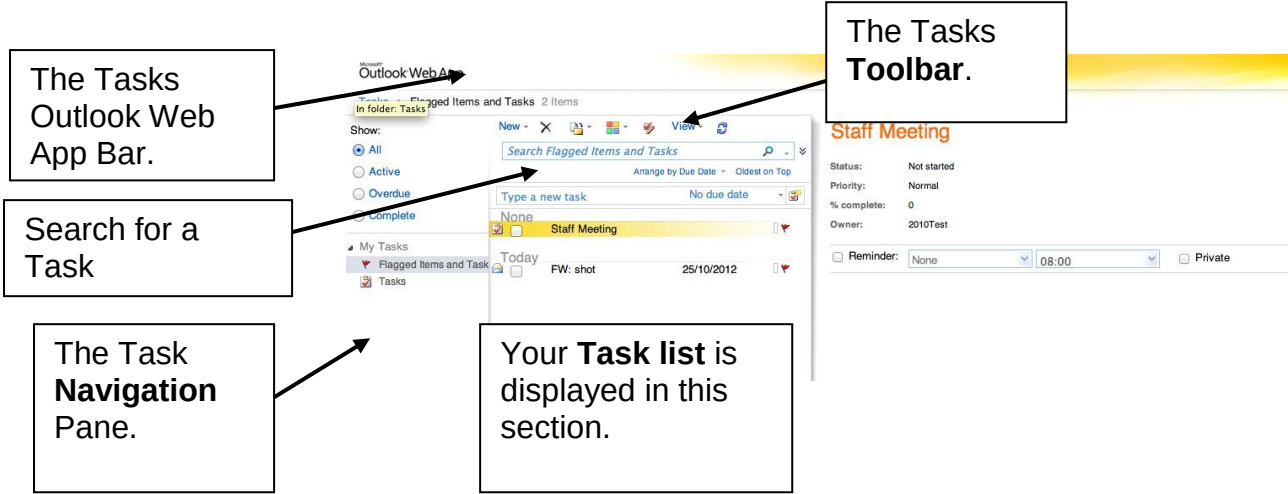
9.1.1 Opening Your Tasks

To **open your Tasks**:

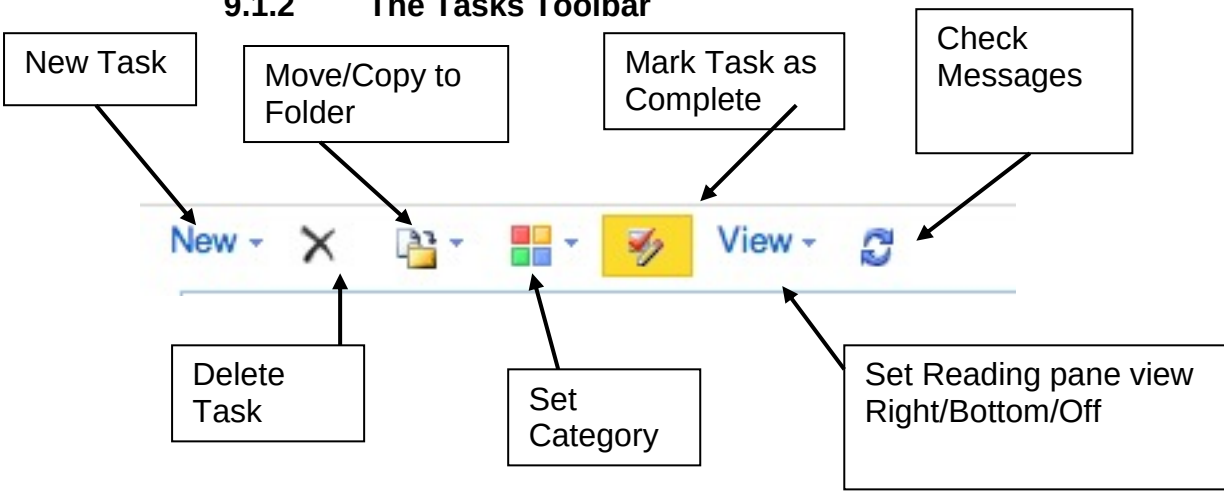
- Click **Tasks** on the Navigation Pane.



The Tasks will open and look similar to the following:

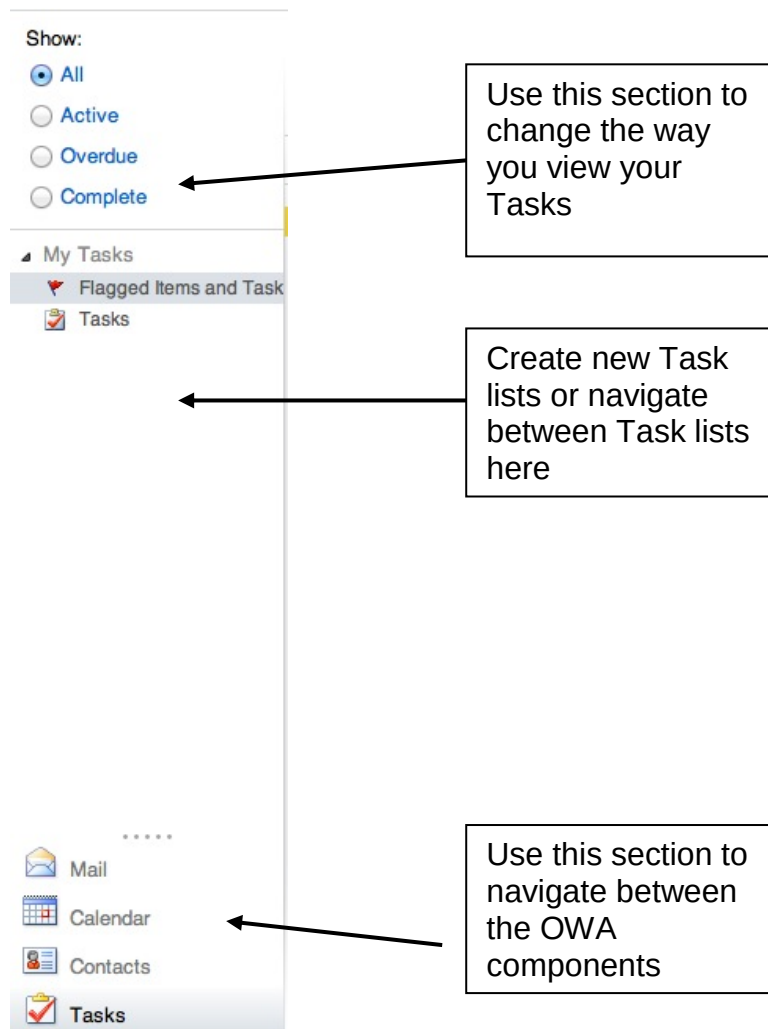


9.1.2 The Tasks Toolbar



9.1.3 The Task Navigation Pane

The Task Navigation Pane is visible when you are in Tasks:



9.2 VIEWING YOUR TASKS

You can **change the way you view your list of Tasks**. The options available to you are:

- ❑ **All** – This displays the subject and due date for all your tasks including those which are marked as complete.
- ❑ **Active** – Displays all Tasks that have not yet been completed.
- ❑ **Overdue** – Displays all tasks which are incomplete and past their due dates.
- ❑ **Complete** – Lists all tasks marked as complete.

9.3 CREATING A TASK

To **create a new Task**:

- Click on the **New** button on the Task Toolbar:

New ▾

OR

- Click on the arrow to the right of the **New** button.
- Select **Task** from the drop down menu, the following dialog box will appear:

Untitled Task

Save and Close Mark Complete Repeat... Forward X

Subject: Test Task

Start date: None Status: Not started

Due date: None Priority: Normal

Date completed: None % complete: 0

☐ Reminder: None 08:00 ☐ Private

Fewer details

Total work: Hours Actual work: Hours

Mileage: Billing:

Companies:

Go to # on this page

- Enter a **subject** for the task.
- Enter the **Due Date** and **Start Date** using the drop down lists of dates.
- Enter the **Status** and **Priority**.
- If you wish to receive a reminder tick the **Reminder** checkbox and select a timescale from the list. For further information on Reminders refer to section 8.8.
- **Attach a file** if required. You attach a file to a Task the same way you would attach a file to a Calendar item, refer to section 8.3.1 for further information.
- Set the **Recurrence** if necessary. You set the recurrence the same as you would for an appointment, for further information refer to section 8.3.3.
- Assign a **Category** if required. For further information on categories refer to section 4.9.
- Once you have entered all the information click **Save and Close**:

Save and Close

9.4 MODIFY AN EXISTING TASK

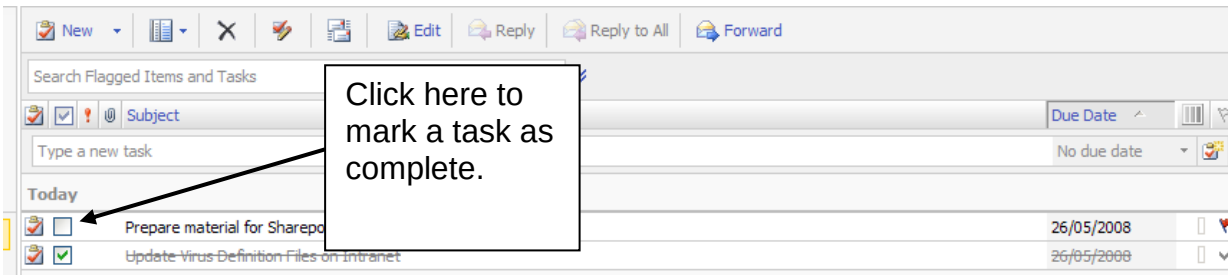
To modify an existing Task:

- **Double click on the Task** to open it.
- Make the **required changes**.
- Select **Save and Close**.

9.5 MARKING A TASK AS COMPLETE

To mark a Task as complete:

- Click on the **Checkbox** to the left of the **Task Name** icon:



OR

- Double click on the Task** to open it.
- Select **Completed** from the **Status** drop down menu.
- Click **Save and Close**.

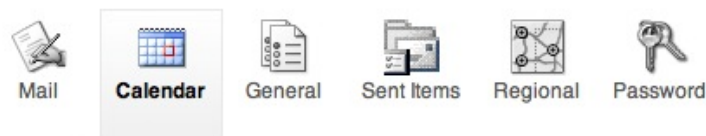
9.6 TASK REMINDERS

Within Outlook you can **set reminders on your tasks**. You can specify the amount of time before the task due date that the reminder message will appear.

9.6.1 Activating Your Reminders Option

To ensure your Reminders are activated:

- On the **Outlook Web App Bar** select **Options**.
- From the Options Navigation Pane select **Settings** then **Calendar**:



Scroll down to **Reminder Options**:



☒ Show reminder alerts

☒ Play a sound when a reminder is due

Default reminder: 15 minutes

- Ensure that the **Show reminder alerts** box is checked.
- Click **Save**.

9.6.2 Setting a Reminder to Snooze

When you receive a reminder you may wish to set it to snooze so you can **receive another reminder later**. To set a reminder to snooze:

- Select a **time period** from the “**Click snooze to be reminded again in:**” drop down menu.
- Click **Snooze**. You will be reminded again at the specified time.

9.6.3 Dismissing a Reminder

You may wish to **dismiss a reminder**, which closes the Reminder dialog box and cancels all future reminders.

To dismiss a reminder:

- When the reminder appears, click **Dismiss**.

9.7 DELETING A TASK

To delete a Task:

- **Select the Task** you wish to delete.
- Click on the **Delete** icon:

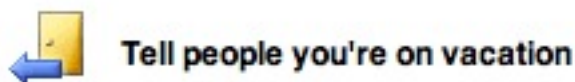


10.0 USING THE OUT OF OFFICE ASSISTANT

When you are unable to check your email for a period of time you may want to set up an **Out of Office reply**. You can create separate Out of Office messages for internal and external senders and set Out of Office replies to appear at particular times. Once the Out Of Office reply is switched on anyone who attempts to email you will receive an **automated message created by you**. The sender is then aware that you are away from your email.

To **access the Out of Office Reply**:

- Select Options from the Outlook Web App Bar.
- From the Options Navigation Pane select the shortcut below:



A screen similar to the following will appear:

Mail > Options

Account

Organize E-Mail

Groups

Settings

Phone

Block or Allow

Inbox Rules **Automatic Replies** Delivery Reports

Automatic Replies

Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.

☐ Don't send automatic replies

☒ Send automatic replies

☐ Send replies only during this time period:

Start time: Fri 26/10/2012 09:00

End time: Sat 27/10/2012 09:00

Send a reply once to each sender inside my organization with the following message:

Tahoma 10 B I U abc

I'm on annual leave

☒ Send automatic reply messages to senders outside my organization

☐ Send replies only to senders in my Contacts list

☒ Send replies to all external senders

To set the Out of Office Reply to **reply to senders within the University**:

- Click on the radio button to the left of **Send Out of Office auto-replies**.
- If you want the message to **appear only at certain times** select the checkbox to the left of "**Send Out of Office auto-replies only during this time period:**" and enter the Start and End times.
- **Type the message** you want to reply to senders within the University.
- Use the **formatting options** to format the message.

Best Practices Tip: The standard University font is Arial 12pt. We recommend you always use this font.

- Click **Save**.

To switch on the Out of Office Reply click on this radio button

If you want the message to appear at certain times click the checkbox and enter the start and end times here

Create automatic reply (Out of Office) messages here. You can send replies to senders the whole time you're away or for a specific period of time.

☐ Don't send automatic replies

☒ Send automatic replies

☒ Send replies only during this time period:

Start time: Fri 26/10/2012 09:00

End time: Sat 27/10/2012 13:00

Send a reply once to each sender inside my organization with the following message:

Arial 12 B I U abc

<enter your message here>

Messages to senders outside my organization

☐ Send replies only to senders in my Contacts list

☒ Send replies to all external senders

Enter your message here

Enter the formatting options here

To set the Out of Office Reply to **senders out with the University**:

- Put a tick in the checkbox to the left of **Send Out of Office auto-replies to External Senders**.

Note: This option will only be available if you have created an Out of Office Reply for senders within the University.

- If you want to **limit your Out of Office Reply to your Contacts** then click the radio button to the left of "Send Out of Office auto-replies only to senders in my Contacts list".
- Alternatively if you want to send your Out of Office Reply to **all external senders** then click the radio button to the left of "Send Out of Office auto-replies to anyone outside my organization".
- **Type the message** you want to reply to external senders.
- Use the **formatting options** to format the message.

Best Practices Tip: The standard University font is Arial 12pt. We recommend you always use this font.

- Click **Save**.

Create Out of Office messages here. You can either choose to send auto-replies to senders while you are out of the office or for a specific period of time.

☐ Do not send Out of Office auto-replies

☒ Send Out of Office auto-replies

☒ Send Out of Office auto-replies only during this time period:

Start time: Tue 27/05/2008 09:00

End time: Tue 27/05/2008 17:00

Send an auto-reply once to each sender inside my organization with the following message:

in meetings on Tuesday 27th May.

☒ Send Out of Office auto-replies to **External Senders**

☐ Send Out of Office auto-replies only to senders in my Contacts list

☐ Send Out of Office auto-replies to anyone outside my organization

Send an auto-reply once to each sender outside my organization with the following message:

Arial 12 B I U

I will be out of the office until Wednesday 28th May.

If your message is a Freedom of Information request please email foi@napier.ac.uk

Put a tick in the checkbox to the left of "Send Out of Office auto-replies to External Senders"

Select whether you want the message to go to all external senders or limit it to your Contacts

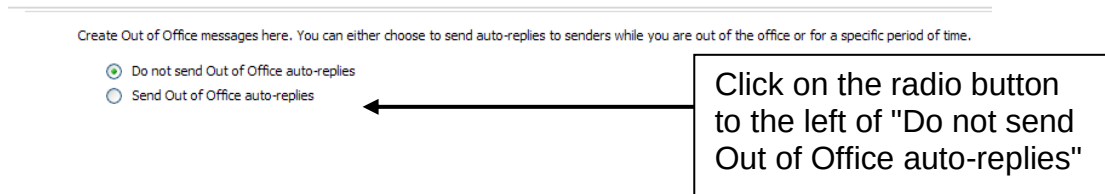
Enter your message here

Enter the formatting options here

To **switch off the Out of Office Reply**:

- Click on the radio button to the left of "**Do not send Out of Office auto-replies**".

- Click **Save**:



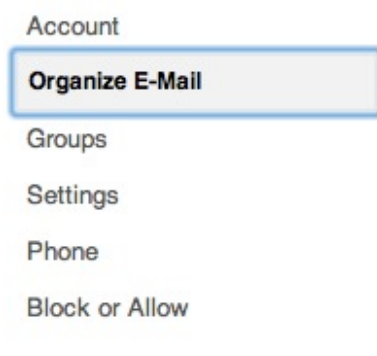
11.0 RULES

You can set up rules to **automatically perform certain actions on incoming messages**. For example you can delete messages coming in from certain senders or automatically forward messages to another email account.

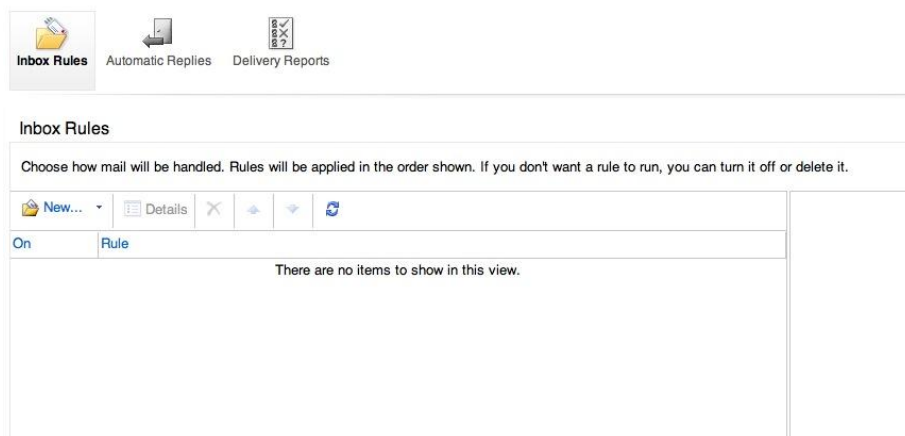
11.1 CREATING A NEW RULE

To **access the Rules**:

- Select **Options** from the Outlook Web App Bar.
- From the Options Navigation Pane select **Organize E-Mail**:

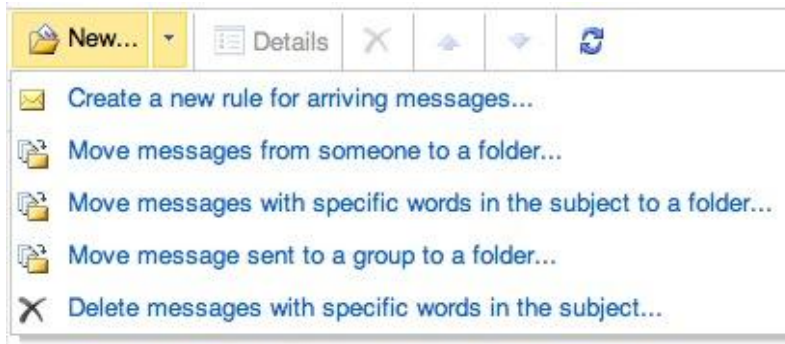


A screen similar to the following will appear:



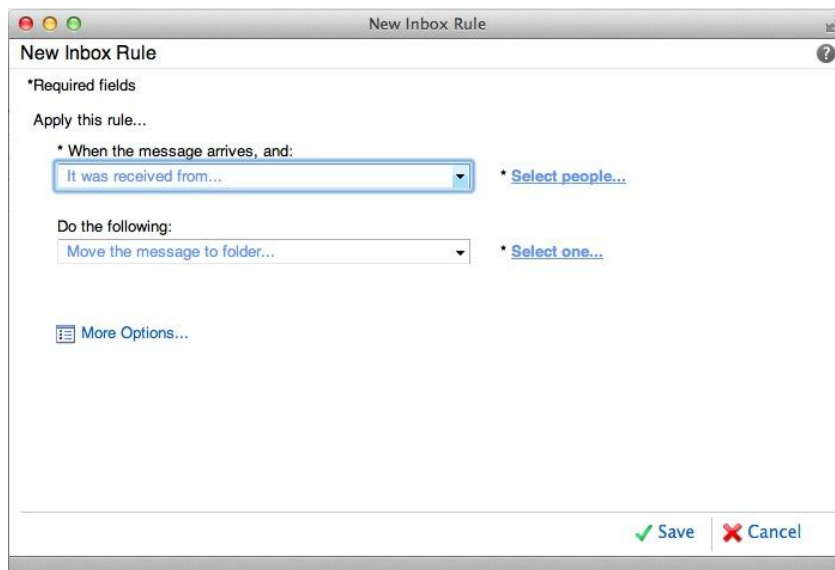
To **create a new rule**:

- Click **New Rule**. A drop down menu will appear:



- Select your **required action** from the list and follow the instructions provided by the **Rules Wizard**:

❑ **Move messages from someone to a folder:**



- In the Rule Description section click **people or distribution lists** and use the Address Book to select the required sender.
- Select **More Options**
- In the Rule Description section click **specified** and select the relevant folder from your folder list.
- Enter **Exceptions** as required.
- **Name** the Rule.
- Click **Save**.

❑ **Move messages with specific words in the subject to a folder:**

New Inbox Rule

*Required fields

Apply this rule...

* When the message arrives, and:

It includes these words in the subject...

* Enter words...

Do the following:

Move the message to folder...

* Select one...

More Options...

Save Cancel

- In the Rule section click **specific words** and add words or phrases as required and click **OK**.
- In the Rule section click **specified** and select the relevant folder from your folder list.
- Select **More Options**
- Enter **Exceptions** as required.
- **Name** the Rule.
- Click **Save**.

□ **Move messages sent to a distribution list to a folder:**

New Inbox Rule

*Required fields

Apply this rule...

* When the message arrives, and:

It was sent to...

* Select people...

Do the following:

Move the message to folder...

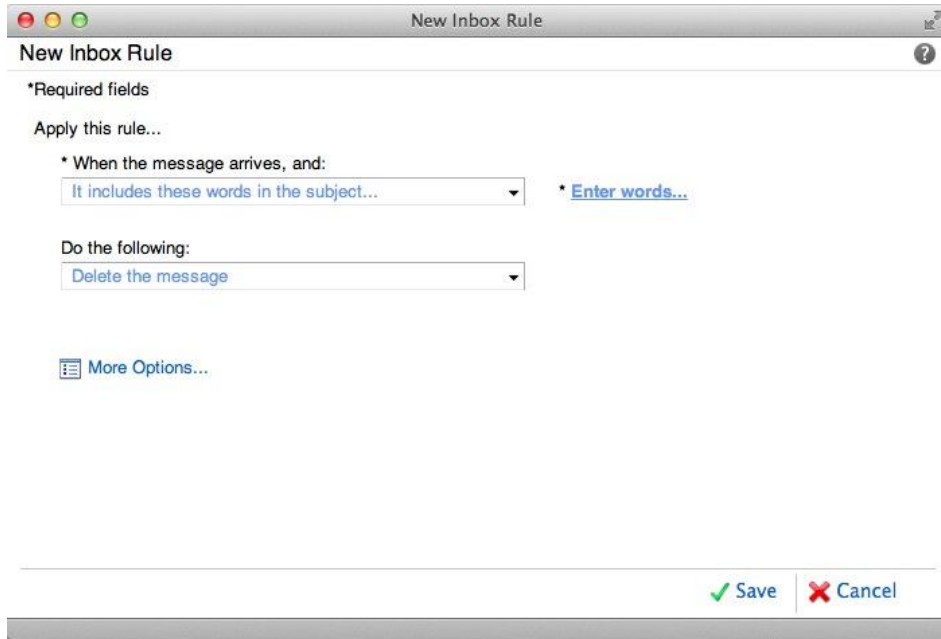
* Select one...

More Options...

Save Cancel

- In the Rule section click **people or distribution lists** and use the Address Book to select the required recipient(s).
- In the Rule section click **Select One** and select the relevant folder from your folder list.
- Select **More Options**
- Enter **Exceptions** as required.
- **Name** the Rule and click **Save**.

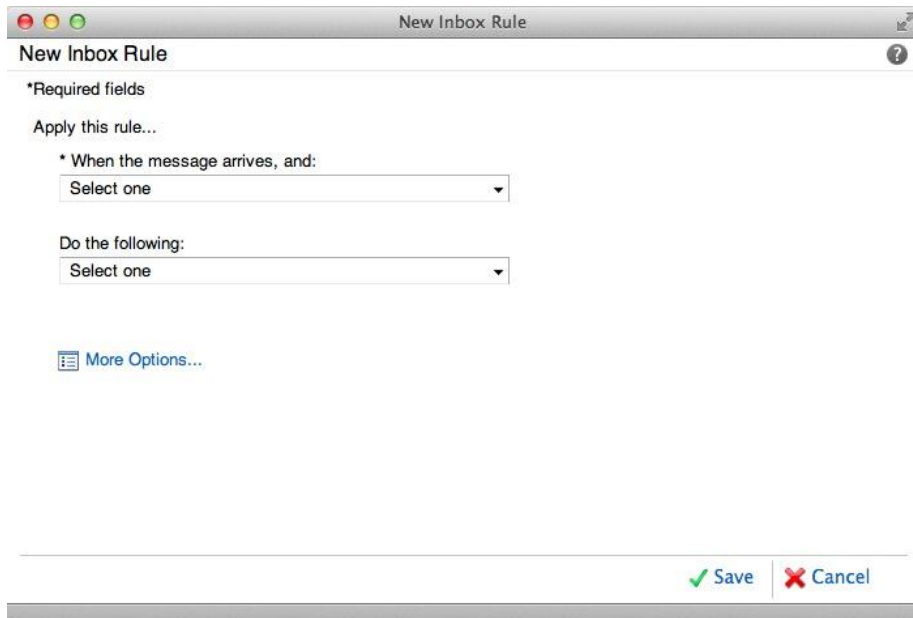
❑ **Delete messages that have specific words in the subject:**



The screenshot shows the 'New Inbox Rule' dialog box. At the top, there's a title bar with standard window controls and the text 'New Inbox Rule'. Below the title bar, the text 'New Inbox Rule' is repeated. A section labeled '*Required fields' contains the text 'Apply this rule...'. Underneath, there's a dropdown menu for 'When the message arrives, and:' with the selected option 'It includes these words in the subject...'. To the right of this dropdown is a link '* Enter words...'. Below this, there's another dropdown menu for 'Do the following:' with the selected option 'Delete the message'. At the bottom left, there's a link 'More Options...'. At the bottom right, there are two buttons: 'Save' (with a green checkmark icon) and 'Cancel' (with a red X icon).

- In the Rule section click **enter words** and add words or phrases as required and click **OK**.
- Select **More Options**
- Enter **Exceptions** as required.
- **Name** the Rule.
- Click **Save**.

❑ **Create a new rule for arriving messages:**



The screenshot shows the 'New Inbox Rule' dialog box. At the top, there's a title bar with standard window controls and the text 'New Inbox Rule'. Below the title bar, the text 'New Inbox Rule' is repeated. A section labeled '*Required fields' contains the text 'Apply this rule...'. Underneath, there's a dropdown menu for 'When the message arrives, and:' with the selected option 'Select one'. Below this, there's another dropdown menu for 'Do the following:' with the selected option 'Select one'. At the bottom left, there's a link 'More Options...'. At the bottom right, there are two buttons: 'Save' (with a green checkmark icon) and 'Cancel' (with a red X icon).

- In the "**New Inbox Rule**" section select the relevant condition entering information in the Rule section as required.
- In the **Do the following** section select the relevant action entering information in the Rule Description section as required.
- Select **More Options**
- Enter **Exceptions** as required.

- **Name** the Rule.
- Click **Save**.
- Once you have completed all the stages above and are ready to save your Rule click **Save and Close**.

11.2 CHANGING AN EXISTING RULE

To **change an existing rule**:

- From within the Rules screen highlight **the rule** you wish to change.
- Select **Details**:



- **Make the changes** as required.
- Click **Save**.

OR

- **Double click on the rule** you wish to change.
- **Make the changes** as required.
- Click **Save**.

11.3 REORDERING YOUR RULES

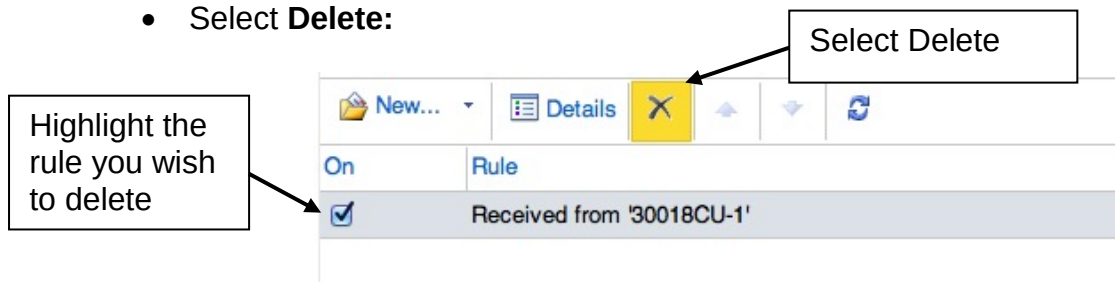
Exchange 2010 processes the rules in the order that they are listed. Use the arrow buttons to change the priority of the rules:



11.4 DELETING A RULE

To **delete a rule**:

- From within the Rules screen highlight **the rule** you wish to delete.
- Select **Delete**:



- When asked if you want to permanently delete the selected item click **OK**.

Your rule will be deleted.

12.0 EMAIL ACCOUNT MANAGEMENT

Each staff member within the University is allocated **1GB of storage space** within their email accounts.

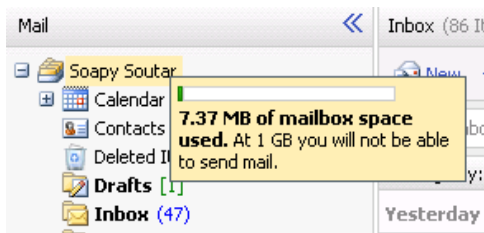
When your mailbox reaches nears its size limit you will be sent an **automatic warning message by the system**. **If you ignore this warning, at 1GB you will no longer be able send messages** (you will still receive all incoming mail). It is therefore advisable to maintain your email account by:

1. Regularly **checking the size** of your email account.
2. **Deleting messages** that you no longer need (including your sent items).
3. Regularly **emptying your deleted items** folder.
4. **Dealing with junk emails** and blocking senders.

12.1 CHECKING THE SIZE OF YOUR EMAIL ACCOUNT

To check the size of your email account:

- In the Navigation Pane hover the cursor over your **mailbox name**. Your current mailbox size will appear as a drop down box:

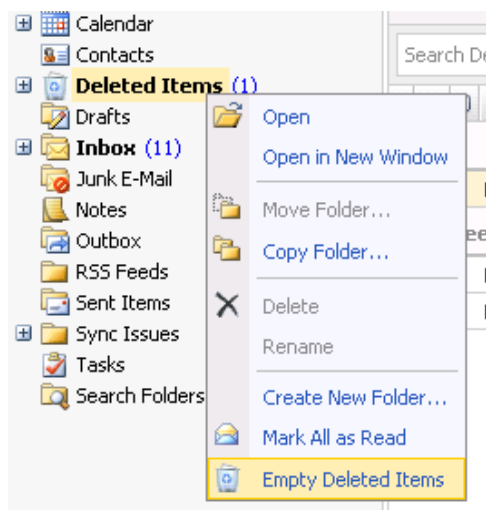


12.2 EMPTYING YOUR DELETED ITEMS FOLDER

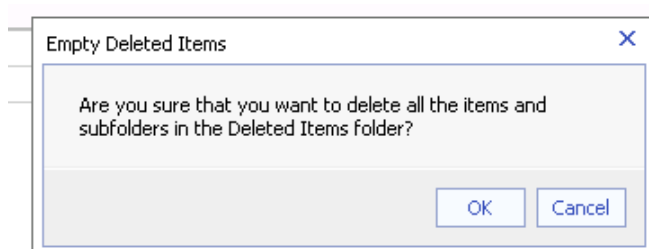
When you delete items they are moved to the deleted items folder. **You need to empty the deleted items folder** to permanently remove them from your mailbox.

To empty the deleted items folder within OWA:

- On the Navigation Pane right click on the **Deleted Items** folder.
- Select **Empty Deleted Items**:



The following screen will appear:



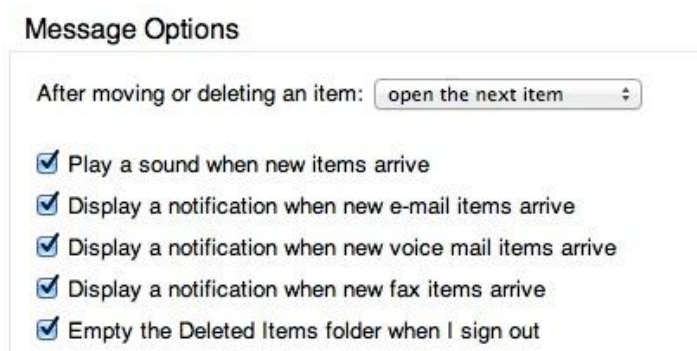
- Click **OK**. The deleted items folder will be emptied.

You can also set your mailbox to **empty the Deleted Items folder when you log off**:

- From the Outlook Web App bar click **Options**.
- From the Options Navigation Pane select **Settings**
- Select **Mail**



- Scroll down to **Message Options**.



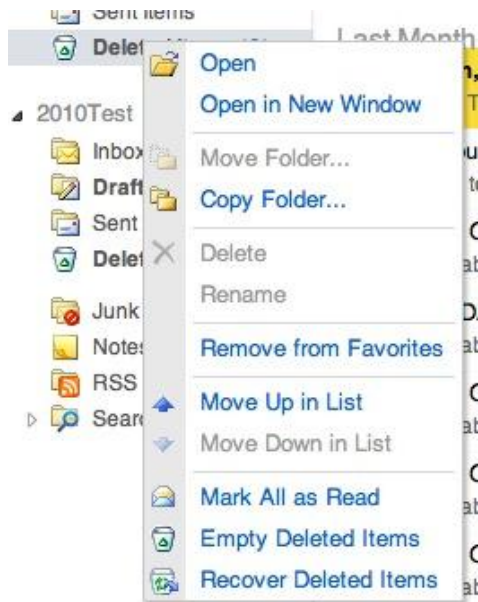
- Check the box to the left of **Empty the Deleted Items folder** on logoff:
- Click **Save**.

12.3 RECOVERING DELETED ITEMS

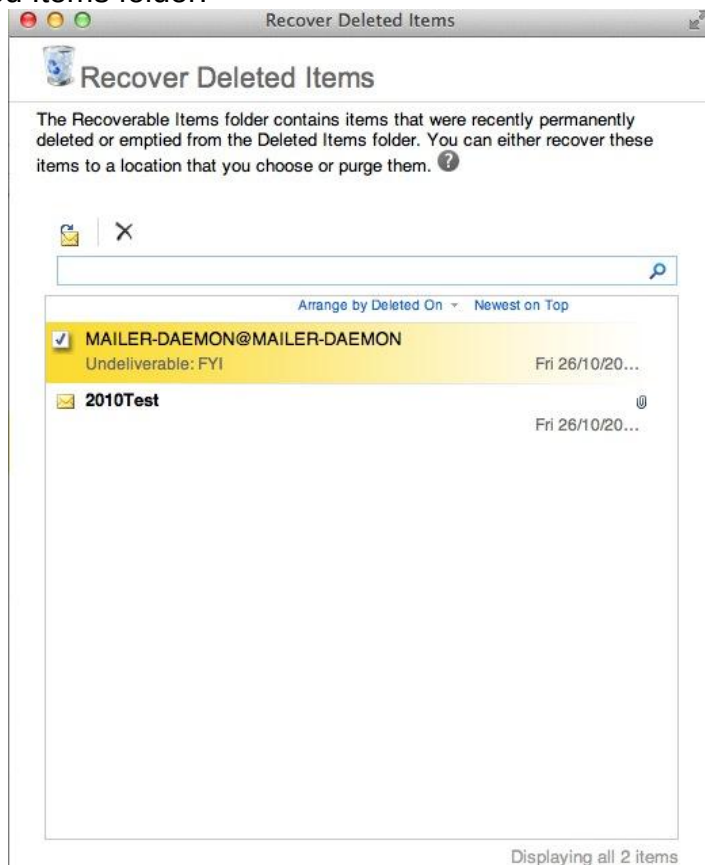
Within Outlook, all items deleted from your deleted items folder are retained within the system for **14 days**. Therefore, if you empty your deleted items folder but wish to **retrieve any of the messages or other items**, it is possible to do so providing it is within 14 days.

To **recover deleted items within OWA**:

- From the main window select **Deleted Items**:
- Right click and select **Recover Deleted Items**



- In the Recover Deleted Items section you will see a list of messages deleted from the Deleted Items folder:



- Select the **message(s) you wish to recover**.

Tip: To select multiple non-adjacent items hold down the ctrl key whilst selecting the messages. To select multiple adjacent messages hold down the shift key whilst selecting the first and last message in the range.

- Click **Recover to Deleted Items**. The message(s) will be moved back to the Deleted Items folder where you can move them to another folder as required.

Warning: If you delete items from within the Recover Deleted Items screen there is no way to retrieve them.

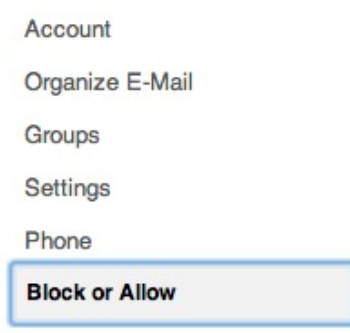
12.4 DEALING WITH JUNK EMAILS

If you regularly receive **unwanted or unsolicited email messages you may wish to use the Junk E-mail Prevention facility**. Within Outlook Web App you can set up lists of Safe Senders, Safe Recipients and Blocked Senders:

- ❑ **Safe Senders:** Senders who you want to receive messages from.
- ❑ **Blocked Senders:** People and domains that you don't want to receive messages from.
- ❑ **Safe Recipients:** Mailing lists that you are a member of and wish to receive emails addressed to.

To access the Junk Email options:

- From the Outlook Web App bar click **Options**.
- From the Options Navigation Pane select **Block or Allow**:



The Junk Email screen will appear:

 Save

 **Junk E-Mail**

☐ Do not filter junk e-mail
☒ Automatically filter junk e-mail

[Manage Safe Senders List](#) 

E-mail from e-mail addresses in your Safe Senders List will never be treated as junk e-mail. You can include e-mail addresses or entire domain names in this list.

Safe Senders	
sea@mer-sma.napier.ac.uk	Add Edit Remove

☐ Also trust e-mail from my Contacts

[Manage Blocked Senders List](#) 

E-mail from e-mail addresses or domain names on your Blocked Senders List will always be treated as junk e-mail.

Blocked Senders	
bobrc@mail.com	Add Edit Remove

[Manage Safe Recipients List](#) 

☐ Treat all e-mail as junk unless it comes from someone in my Safe Senders or Safe Recipients lists, or from senders in my organization

Ensure the radio button to the left of "**Automatically filter junk e-mail**" is selected.

To add an email address to a list:

- **Go to the list** that you wish to add to. If the list needs to be expanded **click on the chevrons** to the left of the list name:



- Click **Add**.
- Enter the **email address or domain** in the space provided.
- Press the **Enter key** on your keyboard.
- Once all the addresses have been added click **Save**.

Tip: Within the Safe Senders section, you can include your Contacts as safe senders by clicking on the checkbox next to Also trust e-mail from my Contacts.

To **modify an email address within a list**:

- **Go to the list that you wish to modify**. If the list needs to be expanded click on the chevrons to the left of the list name:



- Highlight the **address to be modified**.
- Click **Edit**.
- **Update the entry** as required.

- Press the Enter key.
- Once all the addresses have been modified as required click **Save**.

To remove an email address from a list:

- Go to the list that you wish to modify. If the list needs to be expanded click on the chevrons to the left of the list name:



- Highlight the **address to be removed**.
- Click **Remove**.
- Once all the addresses have been removed as required click **Save**.

Any messages identified as junk are **moved to the Junk Email folder** which can be found on the folder list on the email Navigation Pane:



To empty the junk email folder:

- Right click on the folder name, **Junk E-Mail**.
- Select **Empty Junk E-mail**.

Note: Edinburgh Napier University uses an automated email protection system to scan incoming email messages for viruses. You can find out more by visiting the Virus Protection and Downloads section of the Information Services - IT Staff Intranet pages.

13.0 LOGGING OUT OF OWA

You must remember to log out of your email account to prevent other users from accessing your mail and potentially abusing your account.

To log out of your OWA email account:

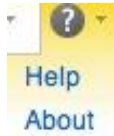
- Click on the **Sign Out** icon which can be found on the Outlook Web App Bar:



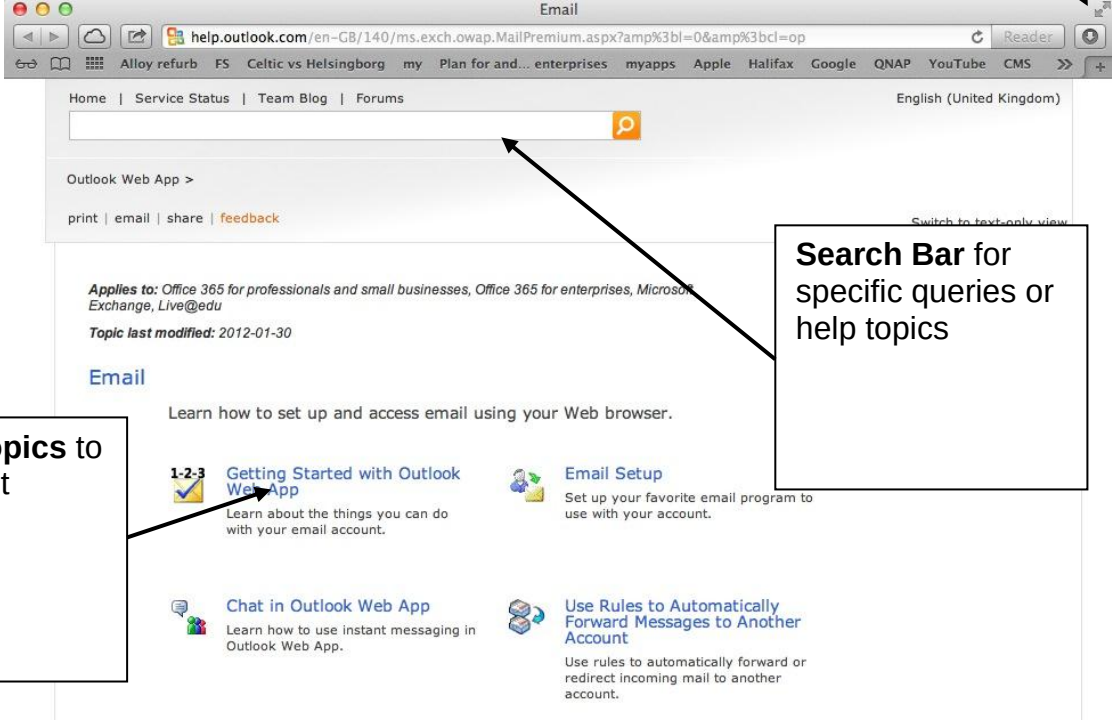
14.0 GETTING HELP

14.1 GETTING HELP WITHIN OUTLOOK WEB APP

You can get help anywhere within OWA by clicking on the **Help** icon:



A screen similar to the following will appear:



The screenshot shows the Outlook Web App Help page. Annotations include:

- A box pointing to the top right corner: "Click here to **close** the Help window."
- A box pointing to the search bar: "Search Bar for specific queries or help topics"
- A box pointing to the "Getting Started with Outlook Web App" link: "General Topics to help you get started"

When you open Help:

- ❑ The **top pane** contains the **search bar**. When looking for information on a specific feature or type the search criteria here
- ❑ The **bottom pane** contains the **full list of topics** covered by this document. To expand a topic click on the link to read more.

14.2 ADDITIONAL HELP AND INFORMATION

If you have any problems logging in or using Outlook Web App, please **contact the IT Support Desk** by email or by telephoning ext. 3000.

For more User Guides and Hints & Tips on OWA and Outlook in general please visit the Email section of the Information Services - IT Staff Intranet pages.